

PROJECT TYPE
CRM

TECHNOLOGIES

JMeter, Jira, Selenium RC,
Tomcat

DURATION

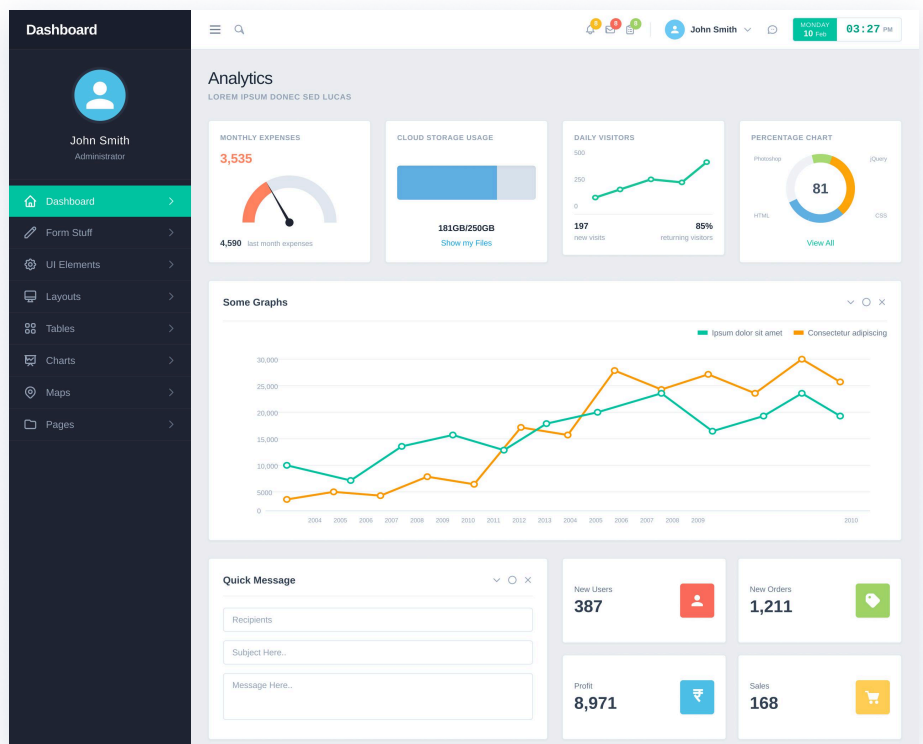
7 months

TEAM

1 Part time Senior QA Engineer
2 QA Engineer

CRM system testing

Reversed a user-churn crisis for a US telecom SaaS startup by cutting functional bugs 4x and raising peak load capacity 42% – without replacing infrastructure. Structured QA automation replaced a fully manual, sprint-less testing process.



Business challenge

Even though the CRM system had been available on the market for some time and the company had a rather extended team of QA specialists, the Client faced problems with the service quality: users started to leave; the number of critical reviews was growing. It was necessary to find the reasons for the crisis and the best way out.

Our solution

Our Client is a startup owning several SaaS systems, including a big CRM system written on .NET. Aiming to reduce expenses on manual testing, we singled out the functionality, which required manual QA, and the functionality where QA could be automated. We also recommended changing the approach to the product development. We suggested introducing a version model. New version releases were coordinated with 3-week sprints. Each version was obligatorily tested by our specialists. We developed the unified plan of tests.

Result

Our specialists found more than 5,000 bugs of various complexity. The number of critical bugs, which real users could find, was reduced to 0, the number of bugs in business functionality was reduced by 4 times, the bugs percentage in the layout and UI – by more than 10 times.

Customer's benefits

Critical bugs eliminated from production, functional defects cut 4x and UI issues reduced by more than 10x across the CRM – ending the user-complaint trend the Client had been managing. Stress testing then raised peak load capacity 42% without any infrastructure replacement, directly reducing ongoing maintenance costs.

What's happening with the project right now?

The measures taken by the developers after the stress testing allowed improving data integrity in the system and increasing the peak load up to 42% without the infrastructure change. The Client plans to develop mobile Clients for the product. Right now, they are developing the necessary specifications. Our specialists are already testing new products.