

CASE STUDY

Establishing full QA processes to enhance Software reliability for a RestTech firm



BACKGROUND

A Rest Tech startup specialising in managing business operations was experiencing issues with software reliability and user experience, subsequently impacting customer satisfaction and retention.



CHALLENGES

The client's development team was proficient in coding however no QA processes were introduced. They needed to ensure that their software was robust, secure, and user-friendly.



SOLUTIONS



“The Clan-AP Technologies” expert in QA was hired to provide comprehensive testing services. We successfully integrated a combination of manual and automated testing methodologies, as outlined in this case study.

Key activities included:

- **Functional Testing:** To ensure all features worked as intended.
- **UI Testing:** To ensure that live application should be identical with prototype designs and user friendly.



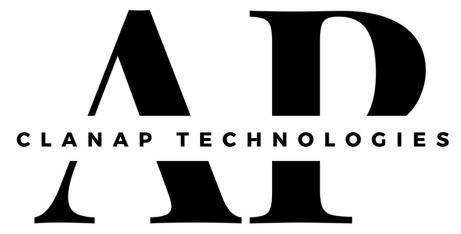
SOLUTIONS

- **API Testing:** To monitor that Backend is working properly.
- **Automation Testing:** To establish automation framework from ground to full-fledged automation machine to perform regular testing to make sure software is more reliable.
- **Daily Reporting:** Providing daily updates and aligning with the client's time zone for better coordination.

OUTCOMES



- Reduction in software downtime by 40%.
- With well organised QA streamlined the deployment processes by 50%.
- Significant improvement in customer satisfaction.
- Increased user retention rate by 25%.
- The client was able to scale its product with confidence.



GRATITUDE

We are grateful for the opportunity to serve you at Clan-AP Technologies. Our committed team is focused on ensuring the success of your projects, leveraging our advanced labs to provide seamless software solutions and uninterrupted business continuity. Your satisfaction remains our top priority, and we are excited to continue our collaboration.