

## Why it Pays to Outsource Software Testing

**Real Estate company learns the hard way after their development shop ignores the need to outsource software testing.**

One of TESTCo's real estate clients - a company that shall go nameless for reasons you'll soon understand - was trying to develop the ultimate software for distributing and tracking available properties in their portfolio. By ignoring the need outsource software testing, they quickly found themselves in a pinch.

The company's old application was cumbersome, slow to load new properties, and a giant hassle in terms of general management, updates and changes. Their clients, the agents within the brokerage, had numerous requests for new features that would help improve sales and revenue. They wanted better information and more insight into the data they were collecting.



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Naturally, they got really excited when a real estate software development team they found promised the moon. The developers said all the right things, ensuring easier loading, improved management and a faster path to sales nirvana. What they forgot to consider was the need to outsource software testing.

### **Well, not so fast.**

Everyone was all hyped up to get the new application in the hands of the sales people, but there were some glaring issues.

For starters, the developers only tested new features they designed and were hot for. The developers also failed to perform regression testing or thought they didn't need to. When you outsource software testing, regression testing is usually included.

The real estate company had no experience with software. Their core business is moving properties, not batches of code. They relied on the advice of the software development shop and misguidedly cut some corners by doing their own internal QA testing. In the real estate company's defense, the software consultants didn't offer a professional, third-party outsource testing option. With no prior software development experience, the real estate company didn't even know it was on the table. And, the contract terms were loose enough to allow the development shop to meet deadlines with low quality code.

Features that previously worked in the old software were showing up broken in the new system! The trial and beta launches were a complete disaster.

## **TESTCo steps in**

When things were looking really bleak, the real estate company decided to correct course and hire TESTCo to see exactly what was going on.

TESTCo designed a test strategy focused on achieving a high regression coverage in a short period of time (to match their 2-week release cycle). We brought in a test engineer experienced with exploratory testing techniques, and he built a program that looked for defects without a specific set of test cases (essentially ad-hoc testing). We added a software QA track and implemented burst-mode regression testing, which spot checked and discovered regression defects during the new feature testing and development processes.

## **Abandon Ship!**

With thorough testing and QA exercises under way, the real estate company began to assess the risks involved with completing the project and waiting for the software developer to fix the problems.

They came to a somewhat brutal conclusion. They wouldn't be able to complete the project. They'd have to abandon ship, cancel the project without throwing more money away, and retreat to the old system in order to claw back some of its functionality. They ended up modifying the old system, outsource testing it with TESTCo and relaunching that solution within three months.



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It was an unfortunate lesson, but at least they got back to a working system that could handle some basic property listing tasks. Sadly, this happens often in the software development world. Companies with no software design and development experience hire outside developers that can't deliver on their promises. They get oversold and then retreat, licking their wounds, discouraged by shattered technology dreams.

The moral of the story? Hire a solid outsource testing outfit like TESTCo prior to launching a development project. We can act as consultants and help you vet developers while designing test plans that help guide the project.

How to Contact TESTCo  
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