


TESTCo Software Testing Solutions Make Life Easy for Journyx Product Manager

Meredith Zachritz, director of product management at Journyx, reviews customer requirements and market trends then turns that analysis into products that add significant, tangible value to the organizations that purchase them. Her work includes everything from research, development and QA to product promotion and follow-up support.

At one point, the company tried to outsource software testing to India, but it didn't quite work. "There were communication issues," explained Zachritz. "When new releases hit the customer base, code was incredibly buggy." The ensuing support they had to deliver almost killed the company.



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TESTCo Delivers Testing Solutions Plus Tangible Customer Benefits

Since hiring TESTCo, Zachritz no longer worries about team management, rotations, hiring and training, and she can focus on release plans, software improvement and customer value. "Before, hiring and training interruptions would throw off all my annual release plans," she said.

TESTCo delivered a complete solution, with a local Quality Assurance Manager (QAM) and an expert team of Testing Engineers (TEs). With TESTCo, Zachritz sees no interruption if a TE is replaced. "We don't have to go out and do recruiting, hiring or even training" said Zachritz. "It's just amazing how few interruptions there are."

Prior to hiring TESTCo, the training piece alone would create an additional two to three weeks of disruption. With TESTCo's pre-trained team in place, Zachritz plugs in a




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Outsourced Software Testing

new TE within minutes of the previous engineer's departure. Since that person is already trained and ready to go, there's no lag in productivity. For Zachritz, the improvements had a direct impact on her job and boosted her confidence in their software quality. The big development? *Their latest release was delivered with zero customer found defects.* That helped Zachritz look like a superstar within the company. "People here were saying, *wow, nobody's reporting any bugs!*" said Zachritz. "It was a story going around the company. It was the highest quality release I can remember."

That level of confidence was something Zachritz had never experienced beforehand. "I don't have to worry about it, and I'm confident that I'm delivering a quality product," she said. "I don't have to fight fires and clean up after a release goes out."



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Before, they used to have customer found defects that would generate a cycle of hot fixes, maintenance releases and general rework which would derail their release plan. With TESTCo's QA, Zachritz didn't have to worry about fixes and could focus on new valuable features for customers.

The improvements spilled over into other departments. The customer service department noted significant changes. "A lot of our existing customers tell us what wonderful support we have and how quickly we respond to any kind of an issue," said Zachritz. "We're just no longer bogged down with a ton of problems."

Zachritz can now deliver valuable features faster, and get customer input on code that actually works. The results produce a direct impact on sales, since each new release and upgrade represents an opportunity for new revenues from existing and prospective customers. Journyx sales people also benefit. Their confidence in live demos increased exponentially and allowed them to present to clients with no embarrassing crashes.

With TESTCo as a key partner, Zachritz, Journyx, and the company's customers all emerged victorious with a holistic solution to software development, testing and delivery.

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About Journyx

Thousands of companies worldwide employ solutions from Journyx to track and manage their time, expenses and resources. Employees at some of the world's largest companies use Journyx solutions to increase productivity and save money.

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