



– APPLAUSE CASE STUDY –

“ I FEEL LIKE WORKING WITH APPLAUSE IS LIKE WORKING WITH MY OWN TEAM. I FEEL A SENSE OF URGENCY AND IMMEDIATE WILLINGNESS TO HELP.”

JONATHAN MCBRIDE, DIRECTOR OF SOFTWARE QUALITY, CS DISCO

CUSTOMER

In any legal matter there is a process known as discovery, which simply means finding all relevant data for an associated case. As any lawyer, litigation support, or general counsel knows, discovery can be tedious, expensive, and, if mistakes are made, detrimental to a case.

Conventional e-discovery tools are slow and difficult for lawyers to use. When you consider that time is money for lawyers, this can be frustrating. CS Disco reinvented legal technology to automate and simplify complex or error-prone tasks that can distract from practicing law. Rather than forcing users to adapt work methods to technology, CS Disco invented a tool that works the way lawyers work.

What differentiates CS Disco is its internal ‘law review’ composed of former litigation partners and associates that sign off on every feature before it goes live. This ‘for lawyers by lawyers’ model has become a huge success, as CS Disco is now a leading provider of software-as-a-service legal solutions.

CHALLENGE

As an agile company, CS Disco implemented an organizational structure that ensures all aspects of quality assurance are accounted for.

“An analogy I like to use is that our Dev Lead operates as the

COMPANY

CS Disco

INDUSTRY

Software

TESTING TYPES

Automation

APP TYPES

Web

CHALLENGES

- High reliance on continual automation development led to limited capacity and resources for manual regression testing
- Implementing a reliable, repeatable, and scalable test automation solution

RESULTS

- Continuous regression testing
- Seamless automation built into agile testing process allows for faster build cycles
- Applause experts manage webdriver lifecycle management and browserstack integration

offensive coordinator, our QA Lead is the defensive coordinator, and the sport is basketball. You have to play both sides of the ball to win,” explains Jonathan McBride, Director of Software Quality for CS Disco. With developers and QA engineers alike contributing code to the test repository, as well as locators to the application code, CS Disco can always be confident that its product will be solid at the time of release.

However, with the continued growth of the company, frequent feature releases left CS Disco vulnerable to regression testing. To increase the efficiency of its manual testing efforts and to provide greater test coverage without sacrificing the quality of its app, CS Disco enlisted the help of Applause’s Test Automation Services.

“I like to spend our manual testing time on new features that are coming out,” explains McBride. “Going back and trotting over the same ground you have trotted over again and again is not only boring for the testers, but it leaves a tendency to become complacent, fatigued, and make mistakes. Computers don’t do that.”

SOLUTION

Having worked with Applause engineers at a previous company, CS Disco CTO Keith Zoellner knew the worldwide leader in digital experience testing could assist with their test automation needs.

CS Disco leveraged Applause’s community of over 400,000 testers to manage webdriver lifecycle management and Browserstack integration layers of the solution, while internally maintaining and expanding the automated tests. This integrated framework support afforded the team time to focus on improving their feature set and writing the actual tests.

RESULTS

With regression tests run on a continual basis and Applause’s automation seamlessly built into CS Disco’s agile environment, the company has been able to increase the speed of its build cycles to twice what they were before Applause.

In terms of ROI, John McBride considers Applause a slam-dunk. “When you look at what can be done to make Selenium less painful, you can either build a solution in-house or outsource to a third party. When you compare our yearly subscription cost to the engineering



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hours it would take to recreate and build what Applause does, it's substantially more cost effective to leverage Applause," explains McBride.

Apart from the faster build cycles and the substantial ROI, Applause delivers a personal touch that comes with being a customer. "Overall I feel like working with Applause is like working with my own team. I don't feel like they are just trying to get money out of me, but rather I feel a sense of urgency and immediate willingness to help from every Applause employee I have worked with," concludes McBride.



ABOUT APPLAUSE

Applause is the worldwide leader in crowdtesting and digital quality. Software is at the heart of how all brands engage users, and digital experiences must work flawlessly everywhere. With 400,000+ testers available on-demand around the globe, Applause provides brands with a full suite of testing and feedback capabilities. This approach drastically improves testing coverage, eliminates the limitations of offshoring and traditional QA labs, and speeds time-to-market for websites, mobile apps, IoT, and in-store experiences.

Thousands of leading companies — including Ford, Fox, Google, and Dow Jones — rely on Applause as a best practice to deliver high-quality digital experiences that customers love.

Learn more at: www.applause.com