outsystems

COMPANY
OutSystems

INDUSTRY
Business solutions

TESTING TYPES
Functional | Test
Automation

APP TYPES
Web | Mobile

CHALLENGES
- Improving the quality of their internal tools to help employees in their daily work
- Testing a wide range of features on 5 different applications, with many stakeholders involved
- Gaining productivity in development and testing practices

RESULTS
- Pinpointed over 1400 bugs through 48 manual functional testing cycles, involving about 350 testers
- Ran about 140 automated test cases daily to increase productivity and save resources
- Allowed OutSystems to test as often as needed and to confidently release new features
- Tested on 148 unique environments in total

> " *THANKS TO APPLAUSE, WE HAVE BEEN ABLE TO TEST OUR APPS ON OVER 140 UNIQUE DEVICE/OS COMBINATIONS AND COULD THEREFORE ENSURE A FLAWLESS DIGITAL EXPERIENCE ON ALL DEVICES.*"

PEDRO CARDOSO, HEAD OF DIGITAL DELIVERY ENGINEERING, OUTSYSTEMS

CUSTOMER

Building an enterprise quality app used to be reserved specifically for experienced developers with a wealth of coding knowledge. However, that's no longer the case thanks to OutSystems. Through its low-code platform, OutSystems lets users visually build their own application, easily integrate it within existing systems, and add their own custom code whenever needed.

Founded in 2001, OutSystems was built by engineers with a great eye for detail. The platform allows users to drag and drop app elements into their app design, automatically generating .Net code along the way. The OutSystems technology has enabled the rapid development of more than 100,000 applications worldwide. Lauded by end users, OutSystems was named the "2019 Top Rated Low-Code Platform" by TrustRadius -- the third consecutive year they have been honored.

CHALLENGE

For any organization, especially those with a multinational presence, maintaining a functional internal system is key to organizational success and employee efficiency. For OutSystems, that meant trusting in its own solutions to build an internal system that more than 1000 employees are reliant on for day-to-day work across 52 countries. They quickly received an abundance of feedback on potential improvements, ranging from functional elements to the user experience.

APPLAUSE

For OutSystems, keeping employees happy and working at optimal efficiency was paramount. However, they could not leave the burden of testing to its internal employees. Improving the experience would ultimately require OutSystems to quickly identify all blocking issues and remediate them before they caused any internal frustration.

OutSystems was determined to test its internal applications and systems on a deeper level, and was looking for a partner to help its teams tackle the challenge. With a wide variety of features to test in addition to a number of key stakeholders, OutSystems needed the ability to test on a more frequent and regular basis. This is where the relationship with Applause was born.

SOLUTION

Ready to offer its employees the most intuitive and easy-to-use interface, OutSystems brought in Applause to help with both manual and automated testing.

The first step was to perform manual functional testing. This was particularly important for OutSystems, given its need for testers to seamlessly integrate with multiple teams and maintain consistent communication with each platform's product owner. Conducting manual tests also gave the OutSystems teams a way to cover a wide range of devices and locations and to ensure their systems are functioning properly under any circumstance.

With a new manual functional testing process in the works, OutSystems also turned to Applause to implement its automation framework from the beginning. Thanks to its 6-week Quick Start program, Applause managed to get things up and running in an efficient manner.

The combination of both manual and automated testing was key in setting up an effective process. By establishing a strong cadence of manual tests, Applause was able to provide the quick and continuous feedback necessary to improve the automation suite and grow its presence in the SDLC.

RESULTS

The close collaboration and constant communication between the Applause and OutSystems teams have led to very promising results. As of May 2019, nearly 350 testers had participated in 48 manual test cycles, resulting in the identification of more than 1,400 bugs. By pinpointing valuable functional and technical issues (e.g. inability to attach and upload documents when creating a support ticket), OutSystems has been able to significantly improve the quality of its internal tools, leading to higher employee satisfaction and greater confidence in releasing new features.
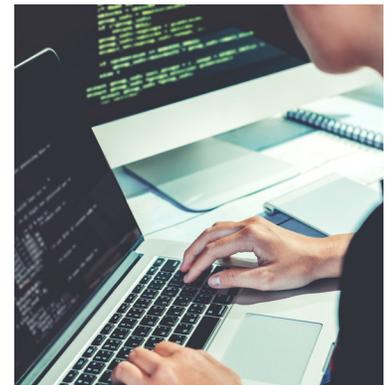
" COMBINING TEST AUTOMATION WITH MANUAL TESTING CYCLES ENABLED US TO GAIN IN PRODUCTIVITY, SAVE TIME AND REDUCE OVERHEAD COSTS."

PEDRO CARDOSO, HEAD OF DIGITAL DELIVERY ENGINEERING, OUTSYSTEMS

With Applause building out the whole test automation suite and running scripts on a daily basis, OutSystems has saved time and resources by sparing manual testers the task of repeatedly executing monotonous test scripts. In addition to saving time, test automation has also allowed OutSystems to increase productivity and test coverage by checking test scenarios on multiple platforms in parallel.

When it comes to developing the right systems and platforms for their users, companies need to make sure to constantly collect information on their functioning. Finding a balance between manual and automated testing has been a key success factor at OutSystems. With an abundance of manual test cycles, OutSystems was able to quickly expand its test coverage to new devices and user profiles, bringing newfound flexibility and speed to their practice.

ABOUT APPLAUSE

Applause is the worldwide leader in crowd-sourced digital quality testing. Software is at the heart of how all brands engage users, and digital experiences must work flawlessly everywhere. With **highly vetted 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