Accellion

"THE PROCESS OF INITIATING NEW TESTS OR CHANGES TO OUR TESTING IS ALMOST EFFORTLESS. APPLAUSE IS NOW FULLY INTEGRATED INTO OUR SOFTWARE DEVELOPMENT LIFECYCLE AND IS OPERATING AS AN EXTENSION OF OUR OWN TEAMS."

AKSHAY JASWAL, QA MANAGER, ACCELLION

CUSTOMER

Accellion, a leader in private cloud solutions, enables companies to protect their most sensitive assets through secure and compliant file sharing. Since their founding in 1999, they have remained steadfastly focused on simplifying the way businesses share content securely, all the while making sure the company follows important governance guidelines like HIPAA and GDPR.

Accellion's premiere secure content collaboration platform, kiteworks, enables customers to securely share highly-sensitive files with remote employees, external business partners, and clients. This platform has helped Accellion build an impressive list of customers and has earned them recognition by multiple analyst and research firms. Ensuring content security from any location or device is no simple task, but it is something Accellion has excelled at through a comprehensive approach to testing.

COMPANY
Accellion

INDUSTRY
Software

TESTING TYPES
Manual

APP TYPES
Web

CHALLENGES
- Reducing time required for regression testing
- Relieving internal QA teams worn out by the repetitive nature of regression testing
- Bringing a fresh perspective into QA while maintaining an Agile cadence

RESULTS
- Reduced time required for regression testing from 8 days to 1 day
- Freed up internal teams to focus on more complex testing
- Established process that continuously incorporates qualified feedback from testers in the Applause community

APPLAUSE°

CHALLENGE

The constantly-evolving nature of collaboration and enterprise productivity requires Accellion to move quickly with its product updates. As an Agile team executing a weekly sprint cadence, Accellion implements new releases as often as every six weeks.

"With this rapid release cadence, the repetitive nature of our regression testing was a challenge for our team," explained QA manager Akshay Jaswal. "It was a very tedious process, but it was also very important because we needed to ensure we did not introduce, or reintroduce, any errors after implementing new functionality."

The rigor of moving quickly was also limiting Accellion's ability to examine its product with a fresh and unfamiliar perspective as part of its review process. "If someone has been testing the same product for a while, it increases the chances that they will miss something that a new user might have noticed."

SOLUTION

When it was time to find a solution that would address these challenges, CEO Jonathan Yaron already had a vendor in mind. "Applause was able to enhance my team's capabilities at my previous company without adding any overhead," explained Yaron.

Accellion was looking for help with their regression testing and what mobile and desktop environments they wanted covered. Applause was able to put together teams of testers for each of Accellion's product platforms - Android, iOS, web, and Desktop - and get the testing process started within the next few days.

"Our Applause teams fit seamlessly into our pre-existing product release cycles," explained Jaswal. "We test all of the new functionality we add throughout the week, and then pass the products to Applause to run regressions over the weekend."

When Jaswal sits down at his desk on Monday morning, he has access to results that came in over the weekend. As he reviews those results, he can export issues directly into Accellion's existing bug management workflow to be fixed during the week.

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RESULTS

After partnering with Applause, Accellion reduced the time required to complete regression testing from 8 days to 3 days. And by leveraging Applause testers over the weekend, they are often able to have the entire regression testing process completed within 1 business day.

Jaswal and his team were also able to ensure that they had the fresh perspective that they were looking for before every release.

"It's a really easy way to get some additional sets of eyes on our product, especially during our regression testing where it is critically important," said Jaswal. "With all of the testers on our teams bringing their own unique software testing perspectives and experience to the project, we knew we could count on them for reliable feedback too."

As Accellion continues to work with Applause, it is able to continuously offer feedback and fine-tune the process of working together.

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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