

Medium Enterprise Consumer Services Company

Introduction

This case study of a medium enterprise consumer services company is based on a July 2019 survey of TestRail customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

“TestRail is easy to use, simple to set up and administer, and the tool is a very good value for what it provides.”

Challenges

The business challenges that led the profiled company to evaluate and ultimately select TestRail:

- Said the following are their top software testing pain points:
 - Reporting and tracking defects from discovery to resolution
 - Learning about the application under test
 - Having adequate time for testing

Use Case

The key features and functionalities of TestRail that the surveyed company uses:

- Has 2-20 Testers on their team.
- Used Microsoft Test Manager prior to using TestRail by Gurock.
- Integrated TestRail by Gurock with the following issue tracking tools:
 - JIRA
 - TFS
- Using the following as test automation tools:
 - Selenium
 - Custom framework which leverages some Selenium actions, but primarily REST with some SOAP API components. This is triggered via Jenkins/Octopus in our CI/CD model.

Results

The surveyed company achieved the following results with TestRail:

- Seen a 10% – 20% (save 3 – 6 hours per week) increase in productivity since adopting TestRail by Gurock.
- TestRail by Gurock helped solve the top challenges of:
 - Documenting test cases and plans
 - Producing useful testing reports
- Realized the following benefits with TestRail:
 - Received transparent pricing with good value
 - Enjoyed the user and team friendly User Interface (UI)
 - Agreed it was easy to integrate with 3rd party tools

Company Profile

The company featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Company Size:
Medium Enterprise

Industry:
Consumer Services

About TestRail

Gurock builds tools for software teams and quality assurance departments.

Learn More:

[Idera DevOps Tools](#)

[TestRail](#)