TestRail

Ript Labs

Introduction

This case study of Ript Labs is based on a July 2017 survey of TestRail customers by TechValidate, a 3rd-party research service.

> "The value is incredible. Efficiency executing daily / weekly tests, simplicity of usability, UI friendliness, ability to integrate a broad number of 3rd party tools. So far only one of the Test Management tools that completely meets our needs."

> "With Jira integration, failing test cases and creating bugs instantly works as a charm and really saves a lot of time for other team needs. In the long term, we plan to automate most of our test cases, which also will be very beneficial having Jira integration."

Challenges

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

- Top pain points as a Tester:
  - Testing the product / project / people / process to identify risks and issues (bugs)
  - Communicating what has been identified, in the right way, to the right person, at the right time so it gets the necessary attention
  - Managing their environment for testing and development (of scripts, test code, etc.)
  - Learning about the product / project / domain to better identify and contextualize risks / issues and how best to communicate them
  - Focusing energies on the most important things and knowing when to escalate or ask for help
  - Developing strong relationships with developers, other testers, BA's/PO's/PM's
  - Staying on top of trends, tools, techniques, and technologies so as to be best placed to deal with current and emerging challenges
- Top challenges that require Test Management:
  - Clearing requirements (dev team is building the wrong product)
  - Insight into development progress (tests as indicators of progression, tests as documentation, bugs and issues as indicators of risks, process challenges, etc.)
  - Deployment and the idea that progressing through various environments with associated (possibly automated) testing will increase confidence that the product can be deployed successfully and will work properly in a production situation
  - Maintenance and reproduction / documentation / communication of customer support issues, production telemetry, and testing

Company Profile

Company:
Ript Labs

Company Size:
Small Business

Industry:
Computer Software

About TestRail

Gurock builds tools for software teams and quality assurance departments.

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Use Case

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

- Has a single Testers on their team.
- Used the following test management tools prior to TestRail:
  - TestLink
  - Zephyr Enterprise
  - Spira Team
- Integrated the following tool with TestRail:
  - JIRA

Results

The surveyed company achieved the following results with TestRail:

- Increased their productivity by more than 20% (saved 6+ hours a week) after switching their software testing solution.
- Realized the following benefits with TestRail:
  - Increased efficiency
  - Improved flexibility due to ease of use
  - 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
  - Improved productivity because it was easy to train users

Research by TechValidate by SurveyMonkey