TESTRAIL CASE STUDY

# Creative Mobile Technologies

## Introduction

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

> " The initial test 'solution' had great risks of not catching issues before being deployed. Now we test every piece of functionality, adding new test points as issues are found, and going back in time should questions arise about when an issue was found, noted as still an issue, fixed and still fixed."

## 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
  - Learning about the product/project/domain to better identify and contextualize risks/issues and how best to communicate them
- Top challenges that require Test Management:
  - 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

## Use Case

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

- Has 2-20 Testers on their team.
- Used the following test management tools prior to TestRail:
  - None
- Integrated the following tools with TestRail:
  - JIRA

## Results

The surveyed company achieved the following results with TestRail:

- Realized the following benefits with TestRail:
  - Increased efficiency
  - Improved flexibility due to ease of use
  - Enjoyed the user and team friendly User Interface (UI)
  - Improved productivity because it was easy to train users
  - Being able to track the progress of our solutions

### Company Profile

Company:
**Creative Mobile Technologies**

Company Size:
**Medium Enterprise**

Industry:
**Transportation Services**

### About TestRail

Gurock builds tools for software teams and quality assurance departments.

**Learn More:**

⧉ Idera DevOps Tools

⧉ TestRail

---

Source: Michael Connor, QA Manager, Creative Mobile Technologies