

CASE STUDY

OUTSOURCING QUALITY ENGINEERING MAKES PERFECT SENSE TO THIS SOFTWARE GIANT

THE CLIENT

Adobe is a household name known for its software products. From corporations, educational institutions, to creative and entertainment industries, Adobe's wide range of software helps drive business workflows and bring multimedia creations to life.

THE CHALLENGE

The client is responsible for several applications in the Adobe Creative Cloud suite, including the popular Premiere Pro and After Effect. Serving millions of users worldwide, the ability to scale the testing of the new features and to guarantee stability and quality is always a top priority.

The testing and quality assurance efforts were complicated by the new release cycle – changed from semiannually to monthly. New products like the Premiere Rush Mobile even started to release weekly. In addition, the Continuous Integration/Continuous Delivery pipelines needed nightly verifications.

Thorough testing and expanded coverage were sorely needed to make sure these frequent feature updates offer consistent quality without any regression issues. Because of the visual nature of the software, the majority of the testing had to be carried out manually. But the amount of testing workload was too staggering. The client's team of quality engineers (QE) is far from enough to cover the testing work efficiently and cost-effectively.



THE SOLUTION

Beyondsoft was the first-ever vendor brought in by the client to support its software development. The connection came from the word-of-mouth testimony of Beyondsoft's recent services provided to the Microsoft Skype development team, which also required manual testing.

Beyondsoft quickly assembled a mixed-shore team to start helping the client manage the software testing and delivery processes. The team reported and tracked issues and maintained test cases and test plans, to make sure all basic functions in the new builds were good, free of any blocking/regression issues and other critical bugs. In addition, the vendor QE provided timely responses and proactive feedback to the client to improve the software products.

Because of the time difference, the offshore QE based in Xi'an, China, perfectly complemented the San Jose-based development team to conduct the test pass against all products, on a nightly basis. "Our QE team played a critical role in the monthly release cycle. Since our team started supporting the client, the application crash rate dropped significantly, to a unprecedented 2%," said Beyondsoft Project Manager, Yanting Zhu.

The newly acquired QE capacity and expertise allowed the client to optimize the development of its products and processes and mitigate risks, where tests and verifications are implemented more frequently and earlier in the software development life cycle.

The tangible improvements in the quality and reliability of the software were immediately apparent to the users. As the result, user satisfaction saw a steady rise. One long time Adobe user wrote in, "This version of the Premiere Pro is the most stable one I've ever used." In the next phase, the client plans to expand Beyondsoft's involvement to all six of its product lines.