Perfecto

PERFORCE

How One Bank Leveraged Perfecto to Accelerate Web & Mobile App Testing

A leading U.S. bank reduced web and mobile app testing time from three days to just 35 minutes, thanks to automated parallel testing with Perfecto.

Learn the challenges the bank faced in web and mobile app testing, why they decided to partner with Perfecto, and how Perfecto helped them to accelerate app testing for higher quality apps.

The End Goal

Starting out, the bank's goal was to build the highest quality applications with the velocity required in today's digital landscape. But the bank faced some internal challenges that prevented them from reaching this goal on their own.

Dev & QA Challenges Faced By the Bank

Mobile app development strategy was in its infancy. And QA had been entirely manual until 2017. The team utilized outside developers and offshore testers, which presented a number of challenges:

1. SECURITY COMPLIANCE

As a financial institution, security of customer data was of utmost importance. But developers operated outside the company's firewall, raising security concerns and complicating the ability to test early release candidates. In addition, the development, QA, and product teams utilized their own devices, adding to the security team's workload.

2. TIME CONSTRAINTS

Communication and sharing of the application and information was not up to date. The bank had offshore teams in India too, with a 12 hour time difference, which compounded the issue. Manually testing on real devices was time intensive, prone to human error, and created a roadblock to increasing test coverage across mobile devices. There was no way to test in parallel.

3. TRACKING QUALITY & COLLABORATION ISSUES

Onshore and offshore teams did not have real-time visibility into the team test status. Internal teams relied on bug tracking of test results with no way to share the results with offshore or developers. The teams relied on email, which was not the most reliable alternative. Testing teams lacked access to the same devices as their counterparts.

4. REACTIVE APPROACH

Mobile OS updates triggered test failures that were reported as defects, causing the company to re-run certification tests late into the release cycle. This also caused developers and testers to go back and forth.

Finding a Solution for Web & Mobile App Testing

The bank then conducted an investigation and looked at a number of solutions.

1. HARDWARE MODEL MOBILE LAB

One solution the bank considered was a hardware model mobile lab. However for this, you had to own the devices. And you had to have somewhere to plug them in. Being a financial institution, they also were concerned about needing access to their internal network with customer data.

2. BUILDING THEIR OWN FRAMEWORK

The bank looked at Java, Ruby, Python, and frameworks for automation. Many tools and libraries were available more mobile app automation. But the bank also needed automated web app testing. The bank reviewed tools such as Selenium, Appium, and Calabash, and IDEs like Eclipse and BBEdit.

3. VENDORS

After reviewing open source technology, the bank considered companies who provided the technology, such as Perfecto. They meticulously examined the pros and cons of product features, and discussed possibilities with the information security team.

> ## "Perfecto is a good, mature tool that meets the needs for organizations' mobile and web testing. Our overall experience has been great. It has allowed QA to meet the demand of the development teams to provide the needed testing."
>
> David Kampschafer, Mobile & Cloud QA Lead

Deciding on Perfecto

In the end, after an exhaustive search, the bank decided to partner with Perfecto for their web and mobile app testing needs. This decision was based on a number of factors.

1. UNPARALLELED SECURITY

Perfecto proved to be secure and met the strict requirements of the bank's information security team. This is a huge consideration in the financial sector.

2. ROBUST INTEGRATIONS

Because Perfecto is so open and integrated, it worked seamlessly with the tools and technology the bank already relied on, such as Microsoft Visual Studio.

Additionally, Perfecto offered direct support of Selenium for mobile devices, which was an important feature for the bank. The bank was pleased that they didn't need to create a new strategy with entirely new tools. Adding Perfecto to the mix was simple.

3. CODELESS TESTING

Perfecto's codeless testing was another draw for the bank. Manual testers were excited to get more involved in the testing process, and the visual tool could help them to succeed with testing quickly with minimal training.

4. PERFECTO CONNECT

One of the problems the bank faced was that their development and QA teams did not have access to the same devices. But with Perfecto Connect, they could establish a secure network connection for testing on mobile and web apps hosted on the local development network. This would allow them to develop faster, test faster, and test more securely.

Results of Partnering With Perfecto

Partnering with Perfecto allowed the bank to accelerate testing significantly. For example, the bank reduced testing time from three days, when apps were manually tested, to 35 minutes. Automated parallel testing at scale in the Perfecto cloud helped the bank to accelerate testing at such speed.

Partnering with Perfecto also led to…

- Development of best practices.
- Better insights to the development process.
- Better insights to the QA process.
- Better collaboration between teams.
- Better seamlessness between desktop, web, and mobile.
- Ability to run multiple desktop VMs as well as multiple mobile devices.

- Ability to test real user conditions on apps.
- Full integration into the CI/CD pipeline.

Perfecto Can Do the Same for You

Over half the Fortune 500 relies on Perfecto for their web and mobile app testing. Perfecto offers the most cloud-based devices and browsers for testing, and meets the strictest security and compliance standards for enterprise-grade automation.

Whether you're interested in public clouds or private devices, integrations with automation frameworks, or cross-platform testing, Perfecto has solutions for you. Request a custom demo today to get a closer look at the platform, including real user simulation testing, test creation features, advanced test failure analysis, and much more.

Get a custom demo of Perfecto to discuss the testing needs of your organization and see Perfecto in action.

GET A DEMO

perfecto.io/custom-demo-request