

Providing QA Services to a Leading Educational Publishing Group



The Client

A leading educational publishing group that provides quality content, assessment tools, and educational services to schools, corporations, and also, directly to students.

The Challenge

Testing of multiple live courses for school students across various subjects within two weeks

The client needed to test 2019 live courses designed for school students, covering various subjects within two weeks. The online course content was facing performance issues, which had to be identified and fixed rapidly as a high priority. MRCC took up the challenge, which involved ramping up skilled QA resources and training them quickly and efficiently.

The Solution

Ramping up specialists which included prompt training and also the identification of blocking issues

- The initial step involved ramping up specialists in the QA team as the existing resources were engaged in an ongoing project.
- The rapid and organic method used, ensured that the new members had a good idea of the goals of the project and the time-lines involved.
- 100+ resources were recruited within two days.
- The initial ramp-up was followed by setting up a test-bed for the new team to enable production in two different shifts.
- The new resources were promptly trained methodically on Proactive Issue Identification techniques.
- Along with training, the team received heavy support, daily involvement, and on-the-job mentoring by senior QA resources to mitigate risk and ensure productivity.
- The QA team worked, in two shifts, on tight schedules.
- The team performed test cases, logged over 2000 bugs, and identified critical issues in the live application.
- All the work was captured in comprehensive reports to help the client fix the bugs and address other critical and functional issues.
- Additionally, blocking issues were identified by the QA team in the live application, which prevented the students from accessing certain course content.
- The blocking issues were duly communicated to the client so that they were fixed quickly, enabling the application to run without disruptions.

Testing tools used

- JIRA
- Excel

The Result

70% reduction in test execution time along with improved quality and cost savings

- Quick turn-around resulting from a 70% reduction in test execution time, owing to the large scale, rapid ramp-up, and delivery provided by MRCC.
- Improved quality and cost savings for the client, resulting from critical issues being identified by the QA team at MRCC.

Client Experience

"I want to thank MRCC and the team for a great job and impressive attention to detail. All of the builds on servers were turned around in such a quick timeframe and always kept the quality intact. I knew I could count on the builds having very few to no errors and never experienced any delays."

-Content Specialist, Custom Course Development