

# CASE STUDY

## **QC PLAYBOOK FOR PUBLIC SAFETY SOFTWARE SOLUTIONS PROVIDER**

### **Client Background**

Our client provides comprehensive public safety software solutions for more than 1,000 police departments, sheriff's offices, communications centers, fire departments, and correctional facilities nationwide. For the past six years, the company has been included in Inc. Magazine's list of 5,000 fastest growing private companies.

Company's public safety software solutions encompass Records Management, Computer-Aided Dispatch, Mobile Communications, Corrections Management, Fire/ EMS Management, Resource Management and Data Sharing.

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## Business Challenge

While working on the latest project our client needed to outsource Quality Control services due to the complexity of the project and a lack of resources within the in-house team to perform sufficient testing.

The product under test had numerous functionalities and insufficient documentation. In addition, the client needed a testing strategy and governance process for outsourced QC activities.

The company had previously experienced an unsuccessful QC outsourcing experience, but was confident that partnering with SoftServe would be a success as SoftServe has an established vision on QC leadership and on how to transfer knowledge to remote teams.

## Project Description

To start the project SoftServe performed QA Consulting to assess the QA processes in company's existing projects and created a QC Playbook document.

The assessment covered the client's QC activities - evaluation of people, process and tools, and their state - and development of a Playbook that described the main principles of distributed testing of client's products. The assessment was performed jointly by test engineers from both SoftServe and the client.

The main activities during the assessment were:

- Analysis of products under test, their versions, current testing practices and ongoing development lifecycles, and quality expectations
- Identification of test types/approaches, levels and testing workflows to match product quality expectations
- Analysis of Test/Bug Tracking system(s) and their usage on the project
- Analysis of the testing environment and test tools
- Identification of possible Gaps and Risks that might have an impact on the QC process
- Creation of mitigation and contingency plans for Gaps and Risks as well as a set of recommendations on test process improvements, based on the analysis performed and SoftServe's best practices
- Design and presentation of the Quality Control Process Playbook document outlining the following items: Test scope, Test approach, Test environment setup and configuration, Plan for ramp-up of newcomers, List of identified Gaps and Risks with mitigation and contingency plans, Suggestions for improvements which would increase the quality of the modules and product.

## Value Delivered

The value delivered to the client included:

- Evaluation of test processes for different projects
- Decreased ramp-up time for new QC engineers
- Increased overall productivity as well as predictability of product delivery at the required quality level

The project resulted in a strong partnership between the client and SoftServe, which has continued throughout their current and future project roadmap.

## ABOUT US

SoftServe is a digital authority that advises and provides at the cutting-edge of technology. We reveal, transform, accelerate, and optimize the way enterprises and software companies do business. With expertise across healthcare, retail, media, financial services, software, and more, we implement end-to-end solutions to deliver the innovation, quality, and speed that our clients' users expect.

SoftServe delivers open innovation—from generating compelling new ideas, to developing and implementing transformational products and services.

Our work and client experience are built on a foundation of empathetic, human-focused design that ensures continuity from concept to release.

We empower enterprises and software companies to (re)identify differentiation, accelerate solution development, and vigorously compete in today's digital economy—No matter where you are in your journey.

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