

Quality Assurance Case Studies

BRIDGING THE TECHNOLOGY GAP FOR QA

ClearBridge works with our clients to understand their Quality Assurance challenges in order to deliver the right technical resources to address those challenges. Leveraging years of experience, our consultants design & implement test strategy, provide QA analysis, develop & manage manual & automated testing processes, ensure the proper processes are adhered to maintain internal & external compliance standards, and conduct tool analysis, selection & implementation.

QA Test Engineers

Our client, a global software firm, needed support migrating to Genesys Cloud.

ClearBridge provided a team of QA Test Engineers who were responsible for the creation and execution of test scripts for CCaaS Genesys Cloud migration on Genesys Cloud, as well as the client's internal applications that interface with Genesys Cloud. The Engineers performed test execution for each phase of the project (SIT, Functional, E2E, Non-Functional, and Stabilization) and supported outputting of qualitative and quantitative reporting to stakeholders. Our consultants allowed the client to meet aggressive deadlines and led to better customer experience.

QA Lead Analyst

Our client, a digital agency, asked ClearBridge for a QA Lead Analyst to work in a client facing position.

ClearBridge provided a consultant who ensured the quality of both client and internal-based projects. The Analyst led the projects for the team, assigning tickets, project hours, project responsibilities, and provided solution-based guidance.

QA Analyst

Our client, a telecommunications company, asked ClearBridge for an experienced QA analyst on a contract to hire basis.

ClearBridge provided a consultant who reviewed and analyzed Jira tickets, prepared and executed test plans and cases, worked in collaboration with UAT and Development teams, documented the results in HP ALM, and provided training to other QA teams on best practices. The candidate eventually converted to full time employment and continues to help improve their group's QA capabilities.

QA Automation Analyst

Our client, a telecommunications company, need a QA Automation Analyst to automate manual processes in order to provide faster and more consistent results.

ClearBridge provided a consultant who performed automated QA testing using Selenium, provided production support and performed system analysis. The Analyst wrote functional and regression test plans, executed the plans, and resolved tracking defects.

QA Lead

Our client, a leading food services supply company, asked ClearBridge for a QA Lead to help establish a more mature QA practice, and to lead the testing for two major ERP implementations (JDE and the ITBM Module of ServiceNow).

ClearBridge provided a consultant who worked with executives, managers, developers, and business stakeholders to understand our client's "as is" state so they could establish the QA discipline, build out the QA practice's standards, processes, and tools, and lead the testing work stream for two major ERP implementations.

Performance Test Analyst

Our client, a large retail organization, asked ClearBridge for a Performance Test Analyst to ensure eCommerce sites were properly optimized before peak season.

ClearBridge provided a consultant that worked with our client's team of Performance Engineers to determine priorities, assign tasks, and follow up on the resolution of technical issues, while ensuring performance monitoring covered components, microservices, APIs, and end to end user journeys.