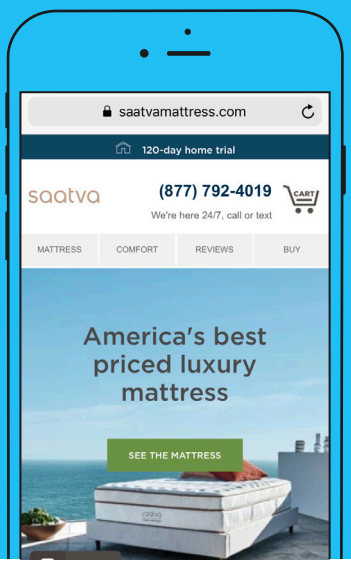


test IO

Case Study:

Saatva Helps You Sleep Soundly at Night, We Help Saatva Do the Same

saatva

Company size: 100+
Company location: New York, NY & Austin, TX
Testing type: Functional, Usability/Visual Testing
App type: Websites
www.saatva.com

Saatva is an e-commerce platform comprised of five sites -- Saatva.com, Saatva Mattress, Saatva Dreams, Loom and Leaf, and Zenhaven -- that sell luxury mattresses and bedding. The company's goal is to revolutionize the way we sleep by providing a wide selection of affordable and sustainable luxury sleep accessories to help guarantee the best night's sleep.

Scott Harger is the Director of Engineering at Saatva. He has an extensive software development background. Prior to working with test IO, he was familiar with crowdsourcing test cases, but test IO is his first experience with crowdsourced exploratory testing.

The Team

Saatva runs an efficient continuous deployment environment. With multiple sites selling different products, developers deploy across those sites numerous times each day. Since the development team owns quality, Scott doesn't want other functional team unnecessarily involved.

> "I don't want inefficient external gates to slow changes."

Incorporating crowdsourced exploratory testing into the workflow allows the team to increase output while also avoiding being slowed by these gates.

Saatva's engineering team is made up of three scrum teams that share a single QA analyst. The analyst works closely with the teams to assist them in deciding how to ensure the quality of changes: Is this something the primary developer can test? How about another developer? Is it a wider group effort? Ultimately, since development owns the quality, they make the call on the right quality process.

Scott's team began working with test IO by testing the outermost production sites first since they don't affect development as much. They then fed the subsequent results into their triage process. This

delegation of initial test results successfully allows the majority of the team to continue working on their current tasks without losing focus to new issues. Scott explained that his team now funnels defects to website operations support, rotating between two team members; if there are no issues, these team members work from a defect queue to triage existing issues.

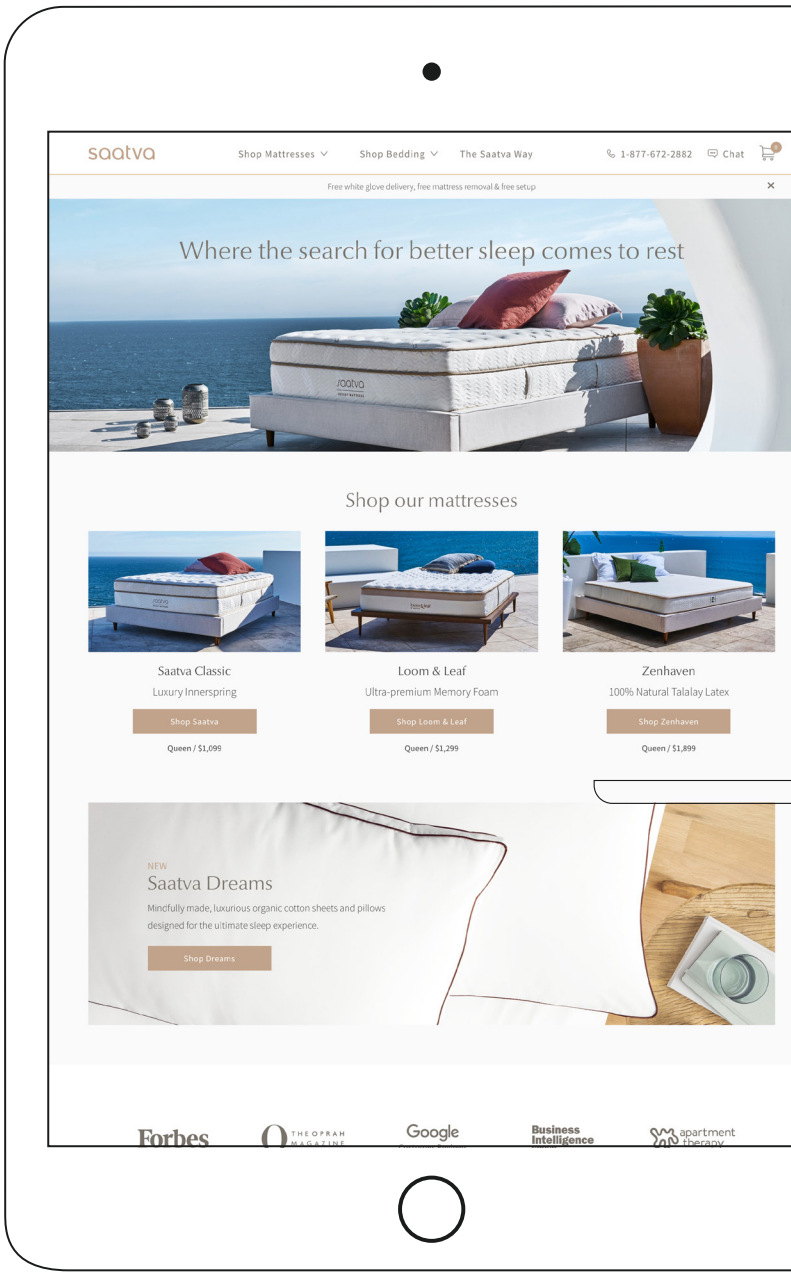
"Prior to test IO's involvement, issue reports came from the field [customers] or in-house discovery."

In the past, findings occasionally became immediate incidents, attracting the primary attention of the operations support team, while the rest joined the defect queue. Following integration with test IO, issues are more appropriately allocated. Moreover, more defects are found, with two-thirds of total defects discovered by testers. The team addresses up to 10 of these defects a week -- issues that could prevent a successful customer experience (i.e. being unable to complete checkout) -- with five to eight of those 10 coming from test IO.

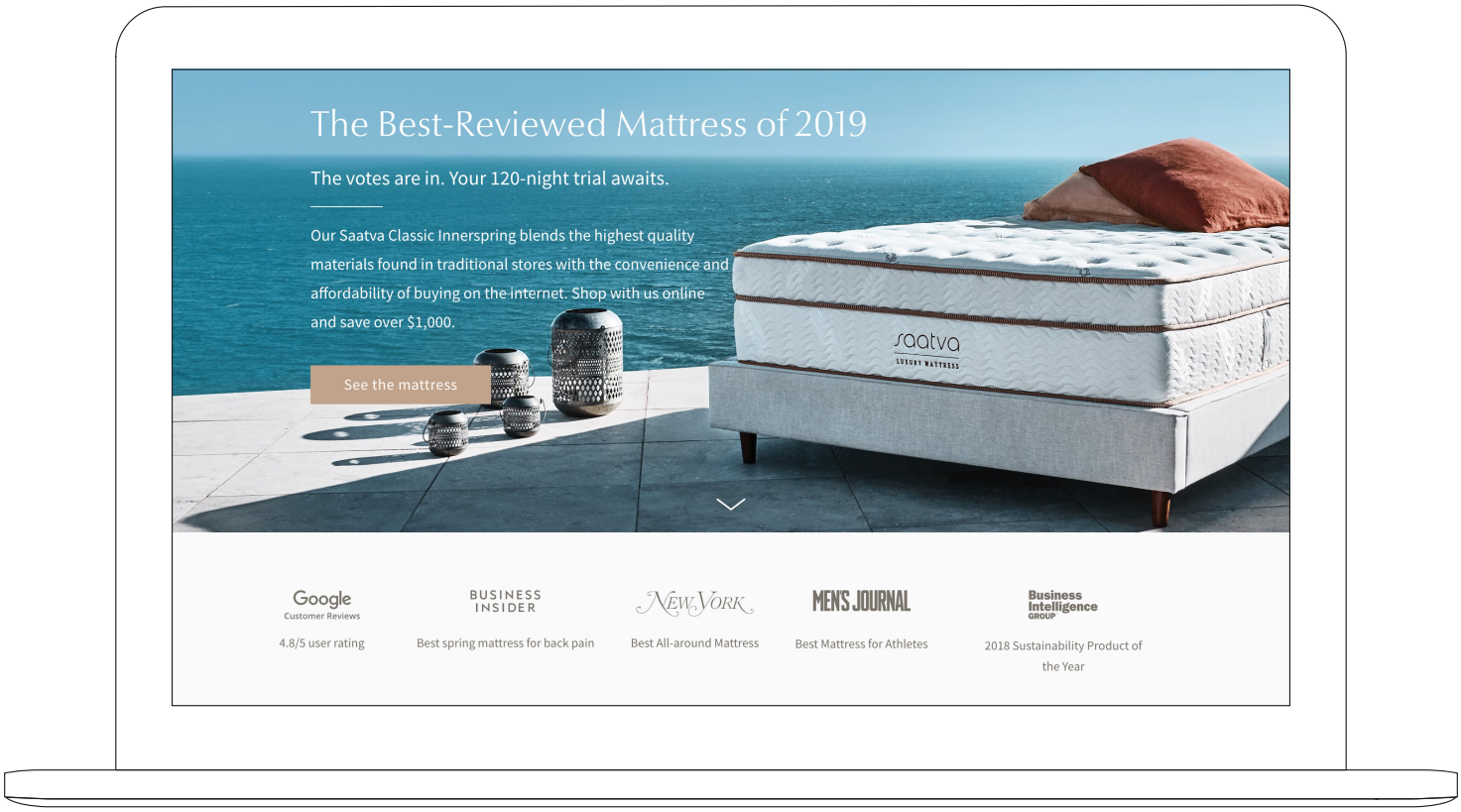
No Time to Waste, No Wasted Time

Saatva began testing by running one-off tests on an as-needed basis. After a testing rhythm became apparent, Saatva's test IO Customer Success Manager suggested using test IO's Test Scheduler. Scott decided to set up regularly recurring tests of their five domains.

"Each day, we have a QA analyst triage results of the most recent test and add them to a queue that we work from."



His team has since worked with test IO to tune the number of bugs they receive. Coordinating efforts, Scott's team and test IO have been able to find the right number of accepted bugs to fit their needs. Initially, it took some time to pare down to just the important bugs, as the default range of device and browser coverage was very broad. Now they use a device-requirement template to hone in on devices most important to them.



Finding success with the template, they dialed up the volume of findings that tests produced, focusing on monitoring critical functional flows, such as impeded cart checkout as well as visual and content bugs across devices, targeting a 100% "bug acceptance rate" (the rate at which they accept tester-submitted bugs). Over time the bug acceptance rate has increased dramatically, ensuring that we're making the best use of their time. One generalized criticism of crowdtesting is that it's difficult to hone in on the bugs most relevant to in-house teams; however, the above is evidence that with a little time and coordination, testers can operate with incredible effectiveness.

About Test IO

test IO helps software teams ship high-quality software faster. As a global leader in software crowdtesting, we speed up agile software development teams with a platform for on-demand QA testing throughout the entire development cycle. Test setup takes just minutes, and we dynamically allocate human testers under real-world conditions to fit your specific testing needs. No more QA bottlenecks at the end of your sprints.

Our community of thousands of professional QA testers ensures on-demand availability when you need testing and guarantees coverage across all the devices, operating systems, regions, and languages that matter to you. Test results can be delivered in as little as an hour within the development tools you already have in place.

Founded in Berlin in 2011, test IO is headquartered in San Francisco and is the trusted testing partner of leading companies such as Daimler, Edmunds, and 1800Contacts.