Client: A European Stock Exchange
Quality Assurance Consultancy

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Our Approach
Quality Assurance Consultancy

Developing a QA strategy is challenging for large-scaled enterprise products. It is even more difficult to run a sustainable QA strategy in line with organizational scales. QA, in our approach, is more than just testing. It also involves raising the maturity level of the product by improving processes and implementing sustainable quality principles.

Goals

From discovery to launch, it's a long and exciting journey.
Three principle goals we keep in mind during this whole journey are:
Ensure that our customers have a bug-free experience and really enjoy using the product that we have helped develop.
Demonstrate a keen ability to connect with our users.
Think from their perspective and try to ensure the best experience possible.

Point of Initiation

Our customer was one of the leading stock exchange operators in Europe. They demanded to renew their existing iOS and Android mobile apps from scratch.

Solution

In this project, with our partner AMS, we rolled up our sleeves to develop a tailor-made setup for our customer. UX, UI, mobile development, QA and business units altogether, collaborated to achieve a successful product.

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Initial Assessment

We held discovery sessions in order to explain terms and thoroughly review requested features, thanks to our customer's dedication.

> Since it is an application that will be used frequently, speed and ease of use should be at the forefront.

> It should always provide the user with the most accurate data on the exchange, instantly.

> One of the most important features of the application is to securely store user information on the device and facilitate portfolio management.

> The application should assist users in investment decisions with its watch list, price alert and notification features.

🏳 Goals

Of the eight quality aspects of a mobile app; speed, responsiveness, and stability are three main areas where errors are completely unacceptable. Especially here, there is no room for defects in the stock market operations. For this reason, we aimed to create a sustainable quality structure:

> Pixel-perfect implementation which is 100% compatible with designs
> Aligned user experience with client's website
> Being compatible with all devices and OS versions in accordance with the user's device penetration
> Highest quality level due to the customer's reputation in the European stock market

🔍 Challenges

Project team wanted to overcome the following issues regarding the mobile apps:

> Challenges with team synchronization resulting from the impact of the covid pandemic and the new remote work experience
> The data correction and mechanism refreshment issues considering the large number of financial data
> Not being familiar with the terminology of the stock market sector
> Tight project schedule

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🧩 Results

Our QA engineers helped team to have the right conversations throughout the whole development processes in order to develop high quality features.

> Risk management
By providing a comprehensive schedule in which each team operates synchronously in an agile period, we were able to mitigate the risks of interdependent delays

> Defect prevention
We elaborated the acceptance criteria from QA perspective and analyzed the dependencies for the prevention of possible defects. The relationship between the features has been revealed by QA team. While developing new modules which have structurally identical components such as portfolio and watchlist, our QA team has guided the development team regarding their dependencies.

> Instant intervention for clarification
We clarified the deficient requirements that emerged during the development process with immediate intervention. In this way, we made the process more efficient for both our client and our development team.

> Transparent measurement
Thanks to our templates particularly created for the project, we made the development and testing process completely transparent and reportable. Additionally, UAT and Change Requests are managed by our QA team with a proactive approach.

> Requirement test coverage tracking & effective test management
We have covered each of the acceptance criteria with our detailed test cases. Also comparing the requirement details between the mobile app and the website was one of our tasks in the scope. In this way, we prevented change requests and conflicts that may arise from differences beforehand.

THANK
YOU!

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