

# XBOSoft Move Networks Case Study

# XBOSoft Success Story: Internet Television Provider

## XBOSoft

XBOSoft, Beijing based with US management, is a full-service software testing company serving both the US and European markets. Founded in 2006, XBO has with a proven record of success from Fortune 100 companies to small independent developers.

XBOSoft's delivers a full range of testing services from an end-user perspective and include automated testing, functional and regression testing, performance testing, web security testing, platform compatibility testing, localization testing, user experience testing, usability testing and web application testing. Our testing services can be carried out across all major operating systems, data bases, platforms, application servers and browsers.

XBOSoft offers several proprietary programs and tools such as our XBO ONE™ Automation Methodology to identify bugs early and reduce development lifecycles, XBO CommONE™ online client collaboration tool for secure 24/7 online access to project information, and XBO Quick Release™, the unique low-risk program for small businesses looking to outsource software testing.

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## The Client

Move Networks is a leading provider of online television services, working with leading networks such as ABC, FOX, and ESPN. Using their exclusive technology, they bring the television-viewing experience online, providing streaming, high quality television without delay, presenting clear advantages over other online television providers.



"I had a chance to really go through the bugs that your team sent over and they look really good. These are the best bugs we've ever seen."

- **Product Manager, Move Networks**

## Business Challenges

One strategic goal for Move Networks is to provide their customers with a premium online video experience of unparalleled quality. Move Networks proprietary streaming technology delivers high-fidelity video instantly, without the annoying buffering delays. Their online publishing system includes end-to-end services for encoding, streaming, editing, and monetizing video broadcasts for their customers. Their service must also provide customers with accurate and detailed viewing statistics. The data generated by Move Networks is then used by these customers to increase the revenues of their online broadcasting businesses. A critical part of Move Networks media business is the underlying software which supports their business model. The software must work flawlessly, period. The media industry has zero tolerance for system crashes and bugs. The key challenge for Move Networks is ensuring that their ultimate online video experience is without glitches. Move Networks is a rapidly growing organization seeking to control costs through outsourcing. Because of this, Move Networks was left with the challenge of finding a good outsourcing service provider that could understand their unique operating environment and business needs.

## **Solution: What it Means to Partner with XBOSoft**

XBOSoft provided the solution to Move Networks' outsourcing problem. XBOSoft demonstrated a keen understanding of Move Networks' unique business operating environment, zero-tolerance quality assurance, and the testing needs of their complex software system. XBOSoft responded to Move Networks' challenging requirements by quickly setting up a dedicated team, ramping up their knowledge and understanding of the application, and finally executing an effective test plan; all within 30 days of contract signing. XBOSoft continues to meet Move Networks testing and QA needs with the following services:

- **Functional Testing:**  
Built up a broad library of test cases covering each and every function and feature of the software application.
- **Reporting Audit:**  
Because revenue is based on system usage, accurate recording of data directly impacts their revenue. Working closely with Move Networks, XBOSoft developed a detailed QA process that significantly improved system data integrity and accuracy.
- **User Experience Testing:**  
As an online television service provider, the viewing experience is crucial to our client's success. XBOSoft testers characterized and quantified the viewing experience from an end user point of view, and then translated the results into system characteristics that the client could troubleshoot more effectively.
- **Regression:**  
With major releases every quarter, XBOSoft's strategic test plan for Move Networks includes regression testing with an overall functional test suite that's combined with the appropriate test cases. This is part of the zero-tolerance requirement aimed specifically at ensuring the elimination of previous bugs.
- **Platform Compatibility/OS Testing:**  
Move Networks' customers utilize a variety of platforms and install their software on a wide range of IT environments protected with pop-up blockers, firewalls, and antivirus software. XBOSoft's team had to map and characterize all installation situations which might prevent customers from loading the software. This includes widely used platforms such as Windows, Linux, and Apple with various hardware configurations and other installed software.

## **XBOSoft's Advantages**

- **Dedicated Team:**  
Due to a targeted focus on testing, XBOSoft is able to rapidly assemble dedicated teams and quickly develop their knowledge and understanding of the clients' complex applications and requirements.
- **Bug Reporting – Second to None:**  
Our bug validation process clearly identifies and characterizes the type and quality of bugs found, eliminates bug duplication, and through close collaboration with the client's development team, ensures quick location of problems and implementation of solutions.
- **XBO CommOne™ 24/7 Online Project Management:**  
XBOSoft's CommOne™ facilitates communication and coordination with our clients. This proprietary tool provides secure live access to customer's project information 24/7. It also keeps an accurate project record of questions, answers and any requirements changes throughout the life of the project.
- **Quick Value Add:**  
Our team, with its experience testing multiple kinds of software, can quickly learn how to operate new software, and make rapid assessments on where to focus testing resources, resulting in rapid bug detection.

