

XBOSoft **QuestBack Case Study**

XBOSoft Success Story: **Web-Based Research Solution 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

QuestBack provides online survey solutions to more than 1000 customers ranging from small and medium sized businesses, to Fortune 500 companies.



**“You’ve produced a good piece of work!
Excellent!”**

- Chief of Development, QuestBack

Business Challenges

QuestBack develops and delivers online survey solutions utilizing Web 2.0 technologies. The surveys provide valuable feedback from users, allowing companies to tailor online products and services to their customers. The diverse and global nature of QuestBack's customers presents formidable demands for new product releases and fast turnaround of upgrades. The client's strategy for addressing this challenging stipulation is to outsource product testing. This keeps costs under control and allows the company to focus on their core business. To ensure success, QuestBack wanted to find an outsourcing service provider with the right technical competence, ability, proven track record for delivering projects on time, and flexibility to meet a wide range of testing needs.

Solution: What it Means to Partner with XBOSoft

QuestBack found success in their outsourcing strategy with the help of XBOSoft. XBOSoft's flexible engagement models, rapid response, and their ability to produce high quality results are key factors in their relationship, which continues to expand. XBOSoft software testing solutions include:

- **Functional Testing:**

Rapid accumulation of testing artifacts, test cases, and automation suites covering each function and feature of the software.

- **Online Collaboration:**

Delivering builds every week, XBOSoft's CommOne™ collaboration system posts bugs online, allowing the client real-time access for review and repair.

- **Weekly Testing Updates:**

To manage frequent software releases, XBOSoft quickly assigns resources and executes test cases, either on a selective or regression basis, to quickly detect bugs.

- **Regression:**

QuestBack schedules major releases every quarter, so XBOSoft must plan for regression testing with an overall functional test suite, and then combine them with test cases to specifically ensure previous bugs have been eliminated.

- **Platform Compatibility/OS Testing:**

QuestBack's customers utilize a variety of platforms. To ensure compatible operations, XBOSoft must test their software on an equally varied range of platforms including Windows, Linux, and Apple.



XBOSoft's Advantages

- **Flexibility:**

Our flexible engagement models enable our clients to select the services they want, when they need them. Whether you need a dedicated testing team, or work executed on a project basis, XBOSoft has the flexibility to meet diverse needs.

- **Proven Testing Processes and Management:**

Our 3-step bug validation process (reporter, verifier and reviewer) maintains bug quality, reduces duplication, and ensures that the development team can quickly locate and address any problems. Our effective image/resource management enables us to accurately reproduce the environment from which a bug is found and validate its status on new software builds.

- **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 and Easy:**

XBOSoft's company culture puts the client first, ensuring a speedy response to new projects and work order changes.

