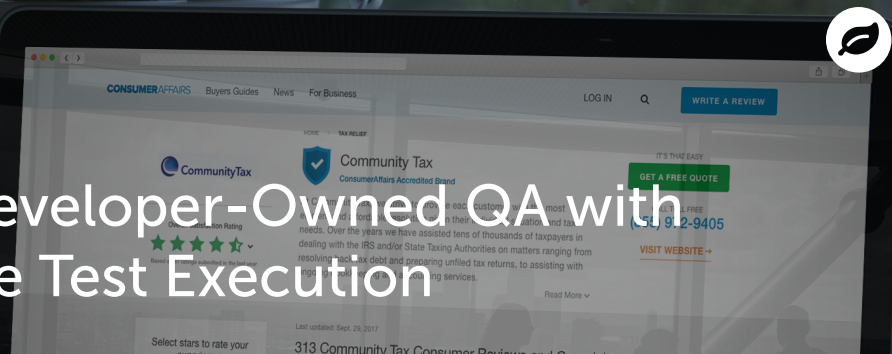rainforest

Managing Developer-Owned QA with Fast, Scalable Test Execution

CONSUMERAFFAIRS

Industry: Ecommerce
Location: Tulsa, OK
Size: 51-200 Employees

Benefits and Results

✓ Increased testing capacity 30x without adding headcount

✓ Reduced QA costs by $1.3M annually

✓ Executes 557 hours of testing monthly without taking time away from developers

"Rainforest has become our functional QA department."

Max Spankie
Software Engineer

In order to maintain a web platform with tens of thousands of distinct pages, ConsumerAffairs uses Rainforest to run large-scale functional tests without overloading their development resources with QA tasks.

The Challenge

ConsumerAffairs is a consumer news and advocacy organization. They maintain a growing SaaS review platform with tens of thousands of pages of consumer reviews, news and recall information. ConsumerAffairs doesn't have an in-house QA team, and in the past they've relied on developer-run automated testing to maintain quality on the backend.

As ConsumerAffairs has grown, their quality assurance needs have outstripped their in-house bandwidth. They found that QA was becoming very time consuming, with developers spending hours on cross-browser testing with each deployment.

A Fast Solution for Functional QA

ConsumerAffairs' extensive website is highly visual, and each page must be tested for visual bugs and problems across multiple browsers. Using Rainforest, ConsumerAffairs can test multiple pages across multiple browsers simultaneously, and get results in about 30 minutes.

This allows developers to offload extensive QA tests onto the platform so they can spend more time on development projects. "Rainforest has become our functional QA department," says Max Spankie, a software engineer at ConsumerAffairs.

How ConsumerAffairs Uses Rainforest QA

Repetitive Functional Testing at Scale

With thousands of unique pages in production, the team at ConsumerAffairs needed a way to test as many pages as possible in as little time as possible.

A Broader Base of Browser Coverage

A diverse user base requires test coverage that spans a wide range of browser types and versions.

Recovered Time for Development Team

ConsumerAffairs can offload test execution from their developers, while getting test results and issues alerts directly in their Slack channels.

Putting Dev Resources Back on Development

The engineering team owns QA at ConsumerAffairs, and it was important that a QA solution fit into their workflow seamlessly. Currently, ConsumerAffairs has one product manager who manages and prioritizes tests in Rainforest and then interfaces with other PMs and developers to ensure that high-priority tests are being run on time.

By using Rainforest, ConsumerAffairs has been able to keep their existing team lean while increasing efficiency. "We haven't had to put a lot of resources on our end to supplementing our existing team," Max told us. "Every time our developers want to push something it goes to our staging environment. Rainforest results are imported to Slack, and we get results in as little as 15 minutes."

Improve Product Quality with Tester Feedback

A major point of attraction for ConsumerAffairs to Rainforest was the fact that the QA platform relies on human testers to run tests. "One of the most significant benefits of Rainforest is the feedback we get from testers," says Max. "The comments we get from testers are the most valuable pieces of data we have for improving the quality of our product."

Additionally, Rainforest's natural language test-writing helps ConsumersAffairs' development gauge product usability. "We realized that if it takes too much effort to write a test that the testers will understand, that's a red flag for us about the usability of that feature."

"Rainforest has been a great way to supplement our QA activities, and the benefit for the cost is a win."

Max Spankie
Software Engineer

Better Code Quality with Rainforest QA

Rainforest has had a considerable impact on the overall QA costs and speed of ConsumerAffairs. "We are saving dollars from our in-house developers, who were previously spending more time testing. Our developers rely on Rainforest to do a lot of testing work for them."

ConsumerAffairs' production quality has also benefited from implementing Rainforest. "I've noticed a lot fewer problems when we push," says Max. "Since we've been using Rainforest the whole team has embraced it. Rainforest has been a great way to supplement our QA activities, and the benefit for the cost is a win."

About Rainforest QA

Rainforest QA helps agile and continuous delivery engineering teams move faster with the industry's only AI-powered crowdtesting platform. Our platform leverages 60,000 qualified testers to deliver on-demand, comprehensive and machine learning-verified regression test results. Rainforest customers spend less time and money testing so they can ship better applications faster. For more information on Rainforest, visit https://www.rainforestqa.com.

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