

te testing experience

The Magazine for Professional Testers

Outsourcing

什么文化，费用和成果？
What about the culture, costs and results?

Interview Doron Reuveni

Doron Reuveni, founder and CEO of uTest and
José Díaz, Editor



Could you explain to the readers what uTest is?

uTest is the world's largest marketplace for software testing services. We've built a community of 13,000+ professional testers from 149 countries around the world. Software companies turn to uTest to test their web, desktop, mobile and gaming applications. uTest enables these companies to compliment their in-house QA team with on-demand testers that can cover all locations, languages and technical platforms.

Why should I - as tester - work for uTest?

uTest enables testers to stay in touch with the latest web, mobile and gaming apps, as well as to earn extra money. Plus, uTest fits your schedule – so you can participate in a uTest project when it matches your ability and willingness to offer professional testing services. That said, the more you participate, the better reputation you'll build, and the more work you'll win in the future.

An additional benefit of joining uTest is that it puts you in touch with a community of your professional QA peers. We already enable a free exchange of testing ideas, best practices and news and in 2009, we're investing even more in our community – training and certification programs, tester recognition programs, QA-focused webinars, content and contests.

What is the added value for a company to work with uTest?

uTest enables companies to launch higher quality applications; to get to their products to market faster; and to get the testing coverage they need across platforms, locations and languages. And because we work so closely with our customers' in-house QA resources, uTest enables to do all this without adding any fixed cost or additional headcount.

Quality Assurance and Testing is more complex than just finding bugs. How does the process work? How does the company really get the most out of that?

Not always is a supposed bug really a bug uTest employs a pay-per-bug model, which means that our customer pay only for those bugs they approve as valid. uTest also offers professional project management services, which help customers to write effective test plans, manage their projects and review lists of reported bugs. This uTest project manager closely partners with the QA manager from our customer to ensure they get the testing coverage and results they require.

How do you assure that all the testers involved use the same techniques or tools?

Actually, we purposely don't require all testers to use the exact same

techniques or tools. With a model like uTest, it's the diversity of approaches, techniques and tools which enable us to offer unbeatable testing coverage. This is one of the things that our customers love about uTest.

How do you control or measure the quality or skills of the testers? Does it help you or your customers to know that they are ISTQB, QAMP certified?

In an open marketplace like uTest, testers build reputations based on their past performance. So the uTest marketplace between companies and testers becomes a living, breathing, self-policing entity which promotes good behavior and ensures that quality work is recognized and rewarded.

As far as external certification, we are actually in the process of launching several tester certification programs in our marketplace right now. This will enable our testers to sharpen their skills, earn certifications and differentiate themselves within our community.

How does the information flow between the testers and between testers and companies?

Bugs and or completed test scripts are submitted by testers and logged in the secure uTest platform. When the customer logs in to their account, they see the bugs that have been reported within their project. We also enable online communication between customers and testers during a release cycle, so if a customer wants to follow up with a tester about a specific bug, they can communicate live through uTest.

How do you assure that the regression tests can be done by other testers with other skills?

Every release cycle executed with uTest has a specific focus, as defined by the customer. The focus can be on particular areas, running test scripts or general testing coverage. Conversely, many uTest customers run full regression for their applications through our community.

When doing full regression testing, customers can request that all previously submitted bugs be verified and re-checked by a certain set of testers, or even by the exact same testers that originally submitted each bug.

How do you create the documentation? Do you have a standard?

uTest uses a standardized methodology for performing a testing project with uTest. We've based this methodology on best practices derived from years of experience testing desktop, web and mobile apps. Every

testing project that is run through the uTest marketplace is managed using a standard template, and every bug is submitted through a standardized template & interface.

Further, uTest customers have the capability to define the structure and the coverage report of the testing they would like our community to perform. uTest also provides a dedicated project manager to our customers to help facilitate their test cycles. This helps ensure that their testing needs are met, and they get the most value of testing with our community.

Do you think that today – in the crazy crisis world – there is a chance for uTest to grow better than in other times?

A marketplace is the most efficient method of delivering this type of real-time, real-world testing service – that's why we're popular with our customers. Thus, we've seen that in good times, software companies are attracted to uTest because they can't find enough qualified QA professionals to adequately test their apps. And in tough economic times, they flock to us because they're trying to contain costs and do more with less.

Is uTest an option for big companies too or only for small companies with small projects?

Companies of all shapes and sizes are now using uTest – from five-person startups to Fortune 500 enterprises. We've found that many of our customers employ agile development methodologies, which implies start-ups, but many enterprise dev teams are shifting to more fluid, agile

development structures. And even those firms that use more traditional waterfall development methodologies find that they need testing coverage that spans across locations, languages and platforms.

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