

98point6

Company size: Over 100 employees
Company location: Seattle, Washington
Testing types: Functional, Interaction, & Bug Fix Confirmation
App type: Web, Android, iOS

About 98point6

98point6 is a leading provider of on-demand primary care services. The company's mission is to make primary care accessible to everyone, anytime, anywhere. 98point6's mobile app allows users to schedule appointments, consult with doctors, and receive prescriptions. The app is available on both iOS and Android devices.

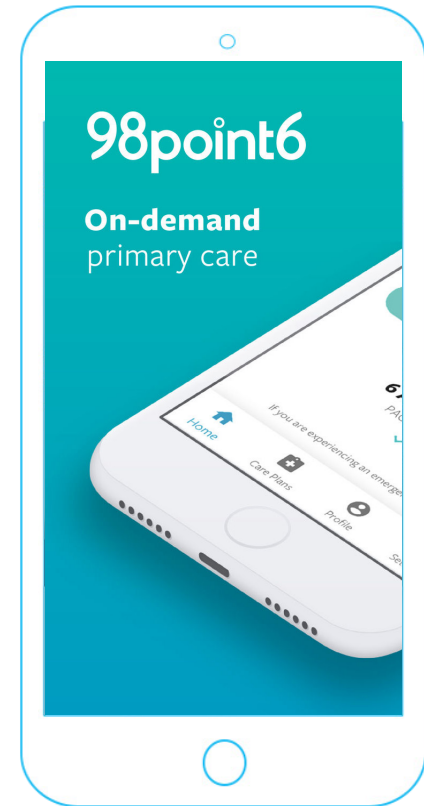
“Our goal is to dramatically reduce the cost of primary care in the United States and make it available to everyone.”

Joel Schweitzer, is Lead SDET at 98point6. When he started, he was the first and only test engineer. His mission was to create a software testing team, determine what rigorous testing and product quality verification should look like, create and document that process, and then evangelize to the engineering team. Now Joel is responsible for the test engineering process, collaborating with product managers to determine where testing fits into new features. He also handles bug triage and manages half a dozen test automation engineers.

Eyes on the product

Joel and his team knew that relying on test automation alone would not get them to the level of quality 98point6 needed for its apps. Manual testers would have to bridge the gap between the monitoring that automated testing provides and the level of quality expected of a company supplying crucial healthcare services.

In digital healthcare, customers are trusting a software application with their lives, and 98point6's highest prior-



“Fresh sets of eyes are actually more valuable than people who are entrenched in the product on a daily basis for years.”

ity is the health and safety of every patient who uses their service. Because a failure in software is a failure for a patient in need, 98point6 wanted to make sure they verified every feature and uncovered as many potential bugs as possible.

Finding a manual team

Early on in the company's existence, Joel and 98point6's CTO looked at the available options for manual QA. They explored hiring an in-house team, considered working with external contractors, and evaluated crowdtesting services like test IO. Having built manual testing teams before, Joel knew that it would be a challenge to hire locally, with costs for an in-house team potentially reaching \$1 million annually. Furthermore, neither in-house additions nor contractors solved the problem of fatigue. After working closely with and testing a product, even the best test engineers develop blindness and familiarity that can prevent effective manual testing.

Avoiding testing fatigue and product blindness – but still having access to trained and experienced testers – was one of the deciding factors for choosing test IO as a partner. Crowdtesting is far more cost-effective than 98point6 building up their own manual testing team, and test IO offers professional, exploratory testers to uncover software issues, not algorithms or untrained Mechanical Turk workers.

Predicting Real World Crashes

On the business side, key stakeholders believe that investing in quality assurance is central to delivering an exceptional product experience; as is thoroughly understanding the product's capabilities and behaviors for more informed decision-making and work prioritization.

Being new to partnering with test IO, the engineering team was uncertain on the priority to place on the bugs being reported. Taking a data-driven approach, Joel performed an internal study on crashes documented in the field and those reported through customer service channels. The analysis examined how many of the crashes happening in the real world had been uncovered during testing.

A large majority of the crashes users experienced on 98point6's Android and iOS apps had previously been reported by test IO's crowdtesters. This finding helped incubate a culture of deeper understanding surrounding these bug reports, leading to more informed decision-making and an improved user experience. They now spend a lot of time doing QA testing, embedding test IO deeply into the release process. Knowing that testers have verified new features on real devices gives 98point6 a lot of confidence that they're closer to having a crash-free application.



Speed Up Iteration

Unblock the QA bottleneck with an army of graded testers, and allow for faster deployment by letting developers focus on development.



Test On Real Devices

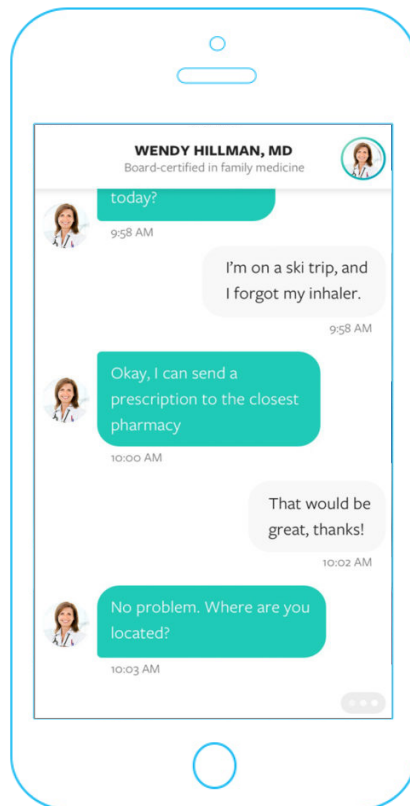
Make sure your software works under real-world conditions. Check apps and websites on a vast variety of everyday devices, 24/7.



Discover Critical Bugs

Let our professional human testers find bugs no autoamted test would find.

“If test IO didn’t exist... We would deploy broken software to the field all the time... Especially with people’s healthcare, you can’t screw around with that. You have to get it right the first time.”



About test IO

test IO helps software teams ship high-quality software faster.

As a global leader in software crowdtesting, we speed up fast-moving software development teams with a platform for on-demand QA testing throughout the entire development cycle.


Test setup takes just minutes, and we dynamically allocate human testers in real-world conditions to fit your specific testing needs. No more QA bottlenecks at the end of your sprints -- test IO makes software teams both faster, and more flexible.

Our community of tens of thousands of professional QA testers ensures on-demand availability when you need testing, and guarantees coverage across all the devices, operating systems, regions and languages that matter to you. Test results are delivered in as little as an hour within the development tools you already have in place, or via web app.

Founded in Berlin in 2011, test IO is headquartered in San Francisco, and is the trusted testing partner of leading companies such as Lonely Planet, Barneys New York, SoundCloud, Headspace, and Carnival Cruise Line.

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