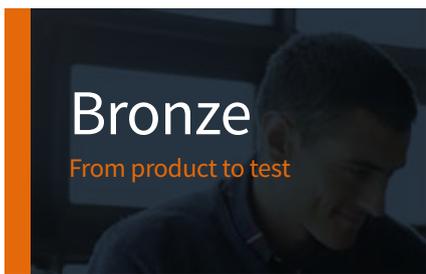# test IO
Managed Service

BEYOND CONSULTATION: OPERATIONAL SUPPORT TO REACH YOUR QA OBJECTIVES

test IO's platform is designed to work with your software development and QA process. We give you control over how and when you use our professional crowdtesters, empowering you to set up, run, and review tests self-sufficiently.

test IO always provides consultation in test design (concentrated in initial months) and on-going support for fine-tuning crowdtesting cycles.

We recognize that your team may require more active assistance to implement your QA objectives, in particular if you don't have a person in place to set up tests or triage results. To that end, we've developed managed service offerings for teams looking for operational QA support. Managed service differs from consultation: test IO prepares and executes tasks on your behalf, offering you additional operating capacity for software testing execution and evaluation.

All managed service add-ons include check-in meetings every two weeks and a single point of contact for all test IO services.

Bronze
From product to test

Need help preparing your product for crowdtesting? test IO will create and maintain descriptions of your software's functional elements and areas. We'll also create and update templates for tests that can be run regularly. test IO will also work with you to define and schedule tests for your release milestones, as well as on-demand tests your product requires.

Silver
From product to test to issue review

In addition to Bronze-level operational support, test IO will review bug reports for you and make sure the documented issues meet your team's needs. We'll manage the list of known bugs to prevent duplicate issue reporting, and we'll take care of setting up and maintaining the bug tracker integration that exports bugs from test IO to your tool of choice.

Gold
Virtual QA manager

At this level, test IO will take an active role in helping you achieve your long-term strategic QA goals. By (virtually) attending your standups and your planning meetings, we'll have an awareness of and be able to solve your day-to-day challenges. We'll manage your bug status, known issues, and handle communication with testers. Additionally, we'll administer the bug tracker integration, making sure it integrates with your workflow and project management tools.