

Quality Management Services



Ensure the reliability, performance, and security of your software applications.

Quality Management services

Ensure software quality and robust security. From comprehensive testing to vulnerability assessments, we help businesses deliver reliable and secure software solutions.

▶ OUR EXPERTISE

Our commitment is to ensure that software products fulfill the **industry quality benchmarks**, delivering **best user experience** and flawless performance. Through an extensive array of **quality management and testing services**, we empower businesses to attain excellence in their software development ventures, delivering resilient, dependable, and error-free applications.

With our quality management services, businesses can proactively **mitigate software development risks**, **enhance their product quality**, be prepared for **regulatory compliance** and maintain the trust of their customers and stakeholders.

▶ OUR SERVICES PORTFOLIO

Quality Management
Consultancy

Strategic
Test Management

Automation
Testing

Performance
Testing

Security
Testing

Manual Exploratory
Testing

▶ BENEFITS

Enhanced
Software Quality

Strengthened
Security Measures

Regulatory
Compliance

Reduced Risks
and Cost Savings

Improved Customer
Trust and Satisfaction

Quality Management Consultancy



OUR EXPERTISE

Our teams help organisations identify the “status quo” and what they need to do to strengthen their processes and constantly deliver built-in quality for their products.

Aspects spanning from standards and compliance to risk management, performing quality assessments, in close collaboration with our customers, covering everything from design and implementation to delivery in production and hyper-care.

For us, quality is not just an afterthought – we see it as a systematic approach towards improvement; we prioritise it and have dedicated, focused engineers working on it.

STANDARDS & RISKS

Quality Management **audits**

Standards, industry-specific regulations **risk assessment** and readiness

QM **trainings** & Dev team **awareness campaigns**

QA PROCESS

Assessment of existing **Quality Assurance processes**

Identify relevant processes & **touchpoints** with other processes

In accordance with proven IT regulation reference models (**ISO 9001, ISO 27001, ISO 13485, ISTQB**)

ENGINEERING

Automation testing strategies, approaches, **integrations** and solutions

Performance testing, assessment and debugging

Security testing assessments and recommendations

Strategic Test Management



OUR EXPERTISE

Crafting an effective test strategy is crucial for successful software development. We collaborate with your teams to define a comprehensive test approach encompassing various testing types, environments, and methodologies.

Our dedicated testing professionals meticulously execute these strategies, identifying defects early in the development lifecycle and streamlining the overall development process.

TEST STRATEGIES

Designing test approaches and strategies in different stages of the application development.

Selecting the proper strategy type and customize it to fit the context.

Tailoring and optimizing existing strategies and executing them until project completion.

Break down complex **strategies** into manageable test **plans** and test **specifications**.

TEST PLANS & SPECS

Craft, implement, operate & accelerate test plans in accordance with predefined strategies.

Test Plans for specific **functionalities**, test **phases** or specific **testing types**.

Test Spec detailing functionalities, components, environments, test data or other resources.

TEST TEAMS

Effective management of large QA test teams with different skill sets and focus.

Setting clear **objectives** and carefully **tracking** and **reporting** progress.

Defining and overwatching specific test **KPIs**.

Automation testing



OUR EXPERTISE

Our trained and **experienced** Software Engineers leverage tools and frameworks to provide the best-in-class automation testing services where quality, efficiency, and **cost reductions** are the focus areas, delivered at the speed and scale of **Agile**.

FRAMEWORKS & TOOLS

Java, JavaScript, TypeScript, C# or Python based **test frameworks**.

Enterprise grade test tools like Tosca, TestComplete, Katalon Studio and others.

CI/CD integration using Jenkins, TeamCity, GitLab CI and others.

Specialized **reporting** frameworks like Mocha, ReportNG, Cucumber HTML and others.

AUTOMATED TESTING TYPES

Functional UI, API or Visual tests

Cross-browser, **cross**-platform tests

Smoke, Sanity and Regression **dedicated test suites**.

Installation, configuration and proper **environment set-up** automation processes

AUTOMATION PROCESS

Clear process from planning and designing to execution and reporting

Start with a **PoC**, validate the approach and continue to the **full-featured automation** framework

Mitigate risks and **guarantee** continuous quality for your product.

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Performance testing



OUR EXPERTISE

Reduce the cost resulting from system downtime during peak (event-oriented) potentially abnormal load and discover the performance boundaries of your software. Test, assess and further plan the performance improvement of your on-prem or cloud deployed software using BetterQA's holistic approach for modelling the performance assessment.

PERFORMANCE TESTING-AS-A-SERVICE

Comprehensive, full-featured performance service through our own load testing platform

Leverage the clarity of our tree steps approach: **Design, Analysis & Report**

Interpret, **prioritize** and act on reported data to minimize your **risks**

ADVANTAGES

Fully Managed **E2E Performance Testing** process

Proactively address **performance touchpoints** to mitigate and avoid downtime costs

Get direct input from **specialists** - no middlemen, no sales-people

TECHNOLOGY

Automated **platform** for load test execution, collection and report generation

Use **technology-agnostic** strategies applicable to any browser or mobile device

Extremely accurate real-life **performance insights**

Security Testing



OUR EXPERTISE

Development of new applications have to meet the demands of an **online marketplace** and workforce, therefore it has to be secured. Our teams are incorporating the necessary application **security practices** into SDLC ensuring compliance with **regulatory standards** (GDPR, PCI DSS, IEC 62433, DORA, CRA).

SECURED SDLC

Use static analysis (**SAST**) and composition analysis (**SCA**) tools and techniques (SonarQube, Coverity)

Integrate dynamic analysis (**DAST**) and interactive analysis (**IAST**) tools in SDLC (Burp, OWASP ZAP, Seeker)

Customized **fuzz** testing (OWASP ZAP or own automation framework)

Use **penetration testing approaches** in the SDLC phase

PROGRAMMES

Design and coordinate **application security programs**

Assess and improve the **security posture** of target applications

Trainings and awareness programs for all development team members

PRODUCT SECURITY

Offer an extended view over the complete **product lifecycle**

Ensure **compliance** with critical regulatory standards (GDPR, PCI DSS, IEC 62433)

Automate **security monitoring** and ensure a fast & efficient response to new threats

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Manual Exploratory Testing



OUR EXPERTISE

Manual exploratory testing services are necessary to quickly and efficiently test new functionalities, explore 3rd party integrations or to cover those scenarios that cannot be automated. Projects from regulated businesses where extensive test documentation is mandatory require also this type of testing.

EXPLORATORY

Follow clear steps and deliver a debrief report

Useful for root-cause analysis and defect classification

Work in pairs, testing for usability, interoperability or compatibility

Quick and efficient sessions taking less than 90 minutes

STRUCTURED APPROACH

Manual testing following predefined test cases and delivering test executions in accordance with the corresponding test plan

Use dedicated test management tools like Xray, Zephyr or Azure DevOps

Mandatory for regulated businesses where complete test documentation is necessary

PROGRAMMES & CAMPAIGNS

Organise complex testing phases before major release.

Coordinate campaigns with 3rd party providers of crowd testing.

Success story

Design QM process for a Foreign Exchange and International Payments service

► Our client:

A Foreign Exchange and International Payments service enabling Businesses and Individuals to make global currency payments



Financial Services



50+ employees

► Independent Consulting Team

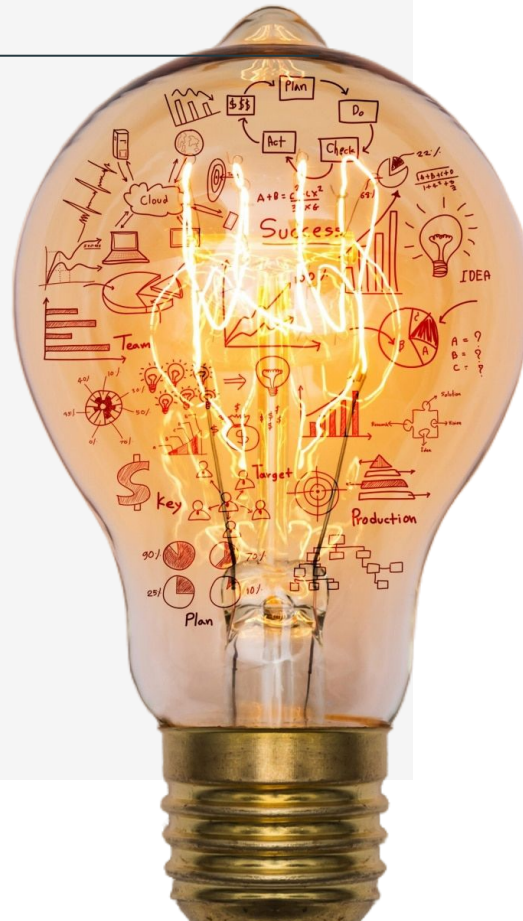
1 QA Lead / Test Manager, 1 Manual QA,
1 Automation QA

► Technologies

Jira-Xray | test management

Serenity, Cucumber and
Cypress | automation

SonarQube, WhiteSource,
Gatlin | security and performance



Challenge

BetterQA, recognized an opportunity to enhance the sign-up process as part of its dedication to ongoing refinement.

Despite the platform's user-friendly interface, **BetterQA** proactively aimed to tackle any potential challenges that might affect the user experience, no matter how minor.

Solution

- Audit existing processes, starting from requirements gathering up to commissioning in production.
- Identify major activities performed by QA and map them in a process.
- Identify gaps and address the areas that need urgent improvement
- Define roles with clear responsibilities.

Impact

The efforts of **BetterQA** resulted in a polished sign-up process that further solidified the platform's reputation for excellence:

- A seamless onboarding experience, boosting user engagement and satisfaction.
- A reinforced commitment to quality underscores dedication to the clients.
- A strengthened platform that confidently sets the standard in the foreign exchange and payment solutions sector.

Client Story



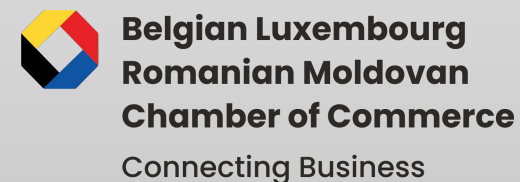
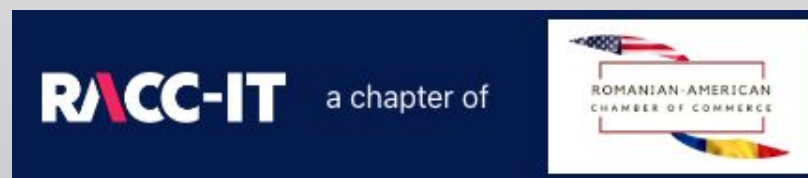
► About / Goal

BetterQA team applied a meticulous audit strategy, combining security and usability testing to explore every facet of the sign-up process. This comprehensive approach ensured no stone was left unturned in identifying areas for enhancement.

► Way of working

BetterQA took a collaborative and proactive stance in reviewing the sign-up process. The goal was not to fix problems but to find opportunities to elevate the user experience even further

BetterQA proposed a series of refinements to streamline the sign-up process, making it even more intuitive and user-friendly. Recommendations included subtle adjustments to error handling and validation checks to ensure a flawless onboarding experience for new users.



BRIEF OVERVIEW OF OUR PROJECTS

SEPHORA

Quick Qnect®

BIM Optimization Software

CO/CO/MO/RE

G MEDIAL
Library • Live • Learning

•primeur•

brightcheck

ER2

data
content
manager

ITIDIGITAL
travel software solutions

pluto tv

McDonald's

GoDaddy™

LE FIGARO

Owlet®



Nestlé

butter

vulog

Rhythm Science

OXID

exense

safeonline

SP6

SYSTEMS MADE
Secure. Compliant. Resilient.

eyeware

METRO

What our partners say about us

They consistently find solutions that fit our need and are willing to go the extra mile in daily assignments.

VP of Digital Strategy, ITI Digital
Aline Gill

They did the best job we could hope for, and they were extremely professional.

General Manager, Avilabs,
Daniel Reyes

Their ability to go the extra mile to fit the situation and turn it around into success is impressive.

Director Project Management,
Cocomore AG
Ciprian David

We were impressed with their talented, motivated, and smart employees who were diligent and committed.

CEO, Eyeware Tech SA
Kenneth Funes

BetterQA's ability to provide comprehensive, high-quality testing across multiple platforms stands out.

QA Team Lead, Vulog
Mohamed Rekima



Stay Quality Conscious!