

A leading Telecommunications company went from 50% automation to 91% automation in under 9 months, all done by manual QA.

"We spent so much time with maintenance when using Selenium, and we spend nearly 0 time with maintenance using testRigor"

Keith Powe

VP of Engineering at IDT



Objective



Result

- ✓ Cost Saving
- ✓ More automated test coverage
- ✓ Less test maintenance
- ✓ Elimination of unexpected recurring bugs

- ✓ Minimum \$576,000 per year
- ✓ 91% automated
- ✓ 90% reduction in bugs.
- ✓ Less than 0.1% test maintenance



50%-> 91%

Test coverage in under 9 months with just manual QA creating tests part time



7X

Return on investment



576K

Saved money within the first year.

Problem

IDT's QA automation team was stuck at low test coverage. They had a goal of reaching 90% test coverage. They spent 32 man-years of QA Engineering building test maintenance from 33% to 49%. After that, they were not making any progress towards their 90% automation goal and were stuck at around 50% automation because all of their QA Engineers were 100% busy maintaining existing tests versus building new ones.

When it became clear that it was not building tests efficiently enough, IDT began looking into other ways to build test automation. To find the right tool for the challenge, they explored and tried out several tools for automated testing. IDT was specifically looking for a tool that would let manual testers implement automation, regardless of the level of programming skills. Furthermore, the test automation tool had to be able to handle applications built with a wide range of frameworks like Android, iOS, Angular, React, React Native, Flutter, etc. – again, without requiring that testers had in-depth knowledge about these technologies.

Before	During and After	
70 manual QA and 16 automation on the project	70 manual QA and 2 automation on the project	14 QA automation engineers reallocated out from UI testing

"We were automating about four test cases a week per person. Now we are automating double since we started with testRigor."

Keith Powe

VP of Engineering at IDT Corporation



About the customer

IDT provides innovative communications and payment services for consumers and businesses on a global scale.

What IDT Wanted:

Less Maintenance

IDT QA Engineers were stuck with test maintenance and couldn't progress after reaching 50% of test coverage.

Speed of Test Creation

IDT needed a tool to build automation quickly because manual testing was taking too much time and resources.

Solution:

IDT's manual QA team was able to get from 50% to 91% in under 9 months. testRigor enabled IDT to empower their manual QA workforce to build automation. Moreover, each manual QA was building twice as many tests as QA Engineer previously while still performing their manual QA work. Most importantly, **they spend less than 0.1% of their time spent on automation previously to maintain testRigor tests.**

Instead of spending most of their time maintaining existing tests, they now spend a majority of their time using testRigor to generate new tests. Overall, IDT has used testRigor to speed up releases, increase test coverage, and enhance their team's collaboration.

Benefits achieved

- Convert junior manual testers into sophisticated automation engineers via testRigor's plain English codeless script writing interface
- Reduced costs by eliminating wasted engineering hours spent maintaining tests
- Convert Selenium tests or manual test scripts to stable, easy to maintain, plain-English based autonomous tests
- Improve team productivity by eliminating low-value, time-consuming regression testing tasks

Result:

testRigor significantly improved the time it took to create tests by allowing IDT's QA team to test new features, run regression tests and create new tests without delaying the release. In the end, testRigor was the only product that came with both user-friendliness and the required capabilities.

Partnering with testRigor allowed IDT to accelerate their test quickly. For example, IDT rebuilt from scratch automated test cases to **91% automated test cases in under 9 months.** They were no longer stuck at 50% coverage. Currently IDT has 18,563 automation tests built with only 1,829 test cases left to go. Partnering with testRigor also led to:

- **Much faster test creation.**
- **Test maintenance went from almost all-encompassing to nearly zero.**

IDT assesses that if they stop building new tests the amount of work to maintain existing tests would amount to a total of less than half of the year of manual QA person per year.

testRigor can also help you

testRigor's no-code automation platform makes it easy for QA teams to quickly build test automation while spending almost no time maintaining tests. Tests are in plain English and empower any person with or without technical knowledge to be able to quickly build and maintain tests as well as understand test coverage.

[Request a Demo](#)

"Ever since we started using testRigor my manual engineers feel empowered."

Keith Powe

VP of Engineering at IDT Corporation