

Case Study | Staff Augmentation

Staff Augmentation for Corrections-related Industry

About Client

The client is a corrections-related service provider in more than 30 states across US. Client had products, which helped the inmates to connect with their family members and friends. Client also created an application for providing Payment options, Inmate email, Snap and Send for individuals in community corrections.

Business Benefits

We identified resources within the time span of 36 hours and Client was able to initiate the testing process within 6 working days, where our pre-screening process helped them to shortlist the required candidates in short span. We offered the client to go with offshore staffing, wherein the client had a complete control over the client, as well as they leveraged the benefit of offshore pricing. There was no delay in the release of updated product and the Overall Cost for Testing reduced by 38%(Compared to onshore pricing).

Business Need/Challenges

The Product was going through several levels of changes and required a frequent updation to meet the security issues and standards. Release cycle was almost every 25 to 40 days, which in turn compelled testing to be part of this product.

For every product modification regression testing was mandatory to ensure the quality of product and also to speed up time to market. The client was not able to test the entire product functionalities for each update as the time to release was on the much shorter span. These factors prompted the company to seek external assistance, but Client was wary of using contractors because that limited its ability to retain control over resources.

Solution

E PRO crafted a unique staffing solution that allowed the client to maintain control over the resources provided. Client submitted job requisition for two manual testers (3+ years of experience) who can conduct regression testing on the entire product within the stipulated time. We being a consulting and technology company, were able to find one of the resource on our payroll who can be an exact match to this requirement. We conducted internal interview with the candidate and made sure he fits to the requirement in every aspect.

The other candidate was taken from outside, where our recruiters, many with manual testing background were able to sift through resumes and interview candidates that would be the best fit for the client.

We Provided client with five of the qualified resume (One W2 resource + four other resource), where they have conducted their own assessment and chose two among them (One W2 + One other resources). The entire process of identifying and placing the resources happened in 8 working days.

