Trigent Software

Application Testing for Healthcare Company

PROJECT DETAILS

🏷 **Application Testing**

📅 **Jan. 2018- Ongoing**

💲 **$50,000 to $199,999**

❝ *"They foster a professional and friendly environment."*

PROJECT SUMMARY

Trigent Software provides manual software testing for a healthcare company. The team tests iOS and Android apps and run as many as 2,000 test cases if needed.

PROJECT FEEDBACK

Trigent Software's work meets their client's needs. While they took a bit of time to ramp up and become self-sufficient, the team is now able to execute their assigned tasks without a lot of hand-holding. Trigent Software offers a well-trained team that gets the job done well.

Trigent Software

The Client

Introduce your business and what you do there.

I'm the lead QA engineer at Rally Health, a healthcare company.

The Challenge

What challenge were you trying to address with Trigent Software?

We were working with an offshore company and had issues with tasks not being completed on time. There were a lot of miscommunications and we needed a new provider.

Cyrus Patel
Lead QA Engineer, Rally Health

Healthcare

1,001-5,000 Employees

Washington, DC

CLIENT RATING

5.0
Overall Score

Quality: 5.0

Schedule: 4.0

Cost: 4.0

Would Refer: 5.0

The Approach

What was the scope of their involvement?

Trigent Software provides manual application testing of mobile iOS and Android apps. It's for 10–15 different devices. They help us to run around 1,000–2,000 test cases when needed.

What is the team composition?

I had a main point of contact but I communicated with a lot of the team. There are around 10 resources. If I need another resource, I can get them.

How did you come to work with Trigent Software?

We were one of the first companies who worked with them. Now, they are a huge organization. My manager suggested them.

How much have you invested with them?

We've spent $50,000–$199,999.

What is the status of this engagement?

We started working together in January 2018, and our work is ongoing.

The Outcome

What evidence can you share that demonstrates the impact of the engagement?

As they got ramped up, it became a smooth process for any new person coming in. They took full responsibility and made sure that person was ramped up. That was really good. We had less time spent onboarding. Once someone is on the call, we know they're trained.

How did Trigent Software perform from a project management standpoint?

At the start, it took time for them to ramp up but once they were in a flow, nothing stopped them from excelling and learning new things. There was a time we had to be on top of things and had to have calls regularly.

Once the process was in place, we didn't have to spend much time explaining what needs to be done. Emails and calls were sufficient. They execute the tasks every day. They're very accustomed to everything now. On a scale of 1–10 for project management, I'd give them an eight. We use Jira for project management.

What did you find most impressive about them?

It's easy to work with them. They foster a professional and friendly environment.

Are there any areas they could improve?

They could improve on consistency in some cases.

Do you have any advice for potential customers?

I recommend people who are self-starters and want to grow in the field of QA. They give a lot of opportunities. Trigent is a good vendor for people first entering the software world.

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