

CaseStudy Software Testing



Scenario:

The client: a renowned, international telecommunications company

The challenge: tectraxx was already responsible for the client's entire Forward Logistics and Return Material Authorization (RMA). As part of the RMA, software testing was now to be performed on returned devices. The client's objective was to concentrate the resources of their own highly-specialised in-house technicians on higher level activities.

tectraxx-realised Solution

- » All hardware and software is identified by serial number. These logged serial numbers precisely define the respective manufacturer and testing method. This makes software testing a quick and efficient process.
- » In the course of receiving returned goods, a tectraxx technician will test each device for functionality according to the designated testing method. If a device no longer works (e.g. a PC, cell phone or controller), it will either be forwarded for repair to tectraxx's own service center or back to the manufacturer (depends on the product).
- » tectraxx technicians also perform software updates and hardware repairs at the tectraxx service center.
- » Repaired products returning from the manufacturer or an external service center undergo additional performance testing.
- » Our staff received extensive training in expertly performing these tasks. All equipment necessary such as testing devices, PCs and laptops are either already available at tectraxx or provided by the client.



You reap the Benefits:

tectraxx performs your software testing professionally, independently, and in accordance with your exact specifications. Allowing your own in-house specialised technicians to re-focus on their own high-level tasks.