EPICENTRE
TESTING & SUPPORT

Manual testing

Our manual testing business offers onsite, remote and offshore methods of delivery and caters for both traditional and Agile/Scrum methodologies.

We have a globally diverse range of clients and test applications ranging from entertainment products and education publishing to finance, healthcare and defence projects.

Our clients deliver their end products to target audiences through a range of formats and media including online content delivery systems, websites, CD/DVD ROMs, mobile apps, portable handheld devices and other enterprise and classroom-based applications. Due to the diversity of audience and applications, our test plans and methodologies are carefully considered and tailored specifically for each client's specific needs. Additionally, all our testers are ISEB qualified to ensure professional and industry-standard results.

Functionality and destructive testing

The core functional testing process ensures that a product works as intended. Functionality testing checks for issues with installation/un-installation, product launch, navigation, forms and controls, hotspots, saving and loading, printing and other core functions of an application, and any branching routes or user journeys. If your software crashes or your website doesn't work properly, users will quickly get frustrated and turn elsewhere – it's that simple.

Also, never underestimate user behaviour – users don't always do what you'd expect with your product! Our testers are trained in the practice of actively trying to find errors within a program which may have otherwise gone undetected.

Cross compatibility

With the vast range of systems in use today, testing a product's stability across a range of platforms is essential to ensuring an application will perform correctly on a targeted configuration of hardware and software.

PCs and mobile devices each incorporate a unique combination of technologies, e.g. operating systems, motherboards, processors, graphic/soundcards, browsers, etc. Depending on how targeted your audience is, you may wish to narrow down the key platforms to a select few or choose to focus testing across a broad range of popular configurations. This part of the testing process will depend largely on how well you know the technologies used by your audience, but there may be other factors or limitations that you haven't yet considered. This is where our in-depth knowledge and experience can advise you accordingly.

Content

As the first thing a user sees and interacts with will be the visual interface of a product, it's essential to ensure that all text is free from spelling and grammar errors, overruns and layout issues and is displaying correctly. A fresh pair of eyes can often pick up on simple things that your developers may be oblivious to.

System integration testing (SIT) & user acceptance testing (UAT)

As application landscapes become increasingly complex, system quality assurance requires a greater degree of scrutiny over and above the testing of individual applications. Epicentre offers System Integration Testing (SIT) services to ensure that multiple integrated systems that have passed system testing will work effectively together when the end-to-end business processes are tested.

Epicentre also supports the User Acceptance Testing (UAT) process to ensure that business users are satisfied, UAT is structured and repeatable, defects are captured effectively and manual tests are automated where appropriate for future rounds of testing.

Interoperability

If a product is designed to store or push data within a management system, you need to consider the different varieties of platform and their associated object types and standards. Content needs to be thoroughly tested to ensure all user interactions are recorded, processed and stored correctly, consistently and securely.

Accessibility

The key to reaching as wide an audience as possible is to ensure users of all abilities can access and use your product. Although the common perception is that accessibility is primarily an issue for blind and visually impaired users, it can also refer to the limitation of the user in terms of cognitive, hearing or physical capability. It's also widely accepted that the principles which apply to designing for accessibility are fundamentally the same as those which encourage good design in general.

Accessibility is not only beneficial to improving your product's functionality and audience reach, it's also a legal requirement. Epicentre has extensive experience in testing for accessibility and can assist you in determining an effective and tailored approach to your accessibility requirements.

Next steps

Whatever stage of development your product is at, Epicentre can offer help and advice in making sure you get the most effective strategies and test solutions to ensure your product is robust and ready for market. Our testing experience and knowledge is second to none, and our tools and talent have guided countless quality applications to a smooth and successful launch.

So give us a call to find out how we can help you plan and implement the ideal test solution.

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