



# A FORTUNE 1000 COMPANY WENT FROM 50% AUTOMATION TO 91% AUTOMATION IN UNDER 9 MONTHS, WITH ONLY MANUAL QA.

## Customer Overview

For three decades, IDT Corporation has pioneered technologies and services that enable people and businesses around the world to collaborate and share more fluently and affordably. Today, IDT leverages their expertise to provide consumers and businesses with innovative communications and payments services through their flagship brands: IDT®, BOSS Revolution®, net2phone® and National Retail Solutions®.

Find out what they were able to accomplish with testRigor.

**50% to 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.

## The 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 instead of building new ones.

When it became clear that they were 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 have in-depth knowledge about these technologies.

### 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 up too much time and resources.

#### Key Objectives

- Save on costs
- Increase automated test coverage
- Less test maintenance
- Eliminate unexpected recurring bugs
- Work across a wide range of frameworks

**"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 CORP.

## The 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 Engineers previously were, while still performing their manual QA work. Most importantly, **they spend less than 0.1% of their time on test maintenance with testRigor.**

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.

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

Keith Powe  
VP OF ENGINEERING AT IDT CORP.

### Solution Highlights

- Converted 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.
- Converted Selenium tests or manual test scripts to stable, easy-to-maintain, plain-english-based autonomous tests.
- Improved team productivity by eliminating low-value, time-consuming regression testing tasks.

**Before**

70 manual QA and 16 automation on the project.

**During and After**

70 manual QA and 2 automation on the project.  
14 QA automation engineers reallocated out from UI testing.

## The 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.

## Summary

Objective 🎯	Result 🏆
Cost Saving	Minimum <b>\$576,000</b> Per Year
More Automated Test Coverage	<b>91%</b> Automated
Less Test Maintenance	Less Than <b>0.1%</b> Test Maintenance
Elimination Of Unexpected Recurring Bugs	<b>90%</b> Reduction In Bugs

## testRigor can also help you

**"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 CORP.

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.