

Case Study: Bluetooth® Hardware Testing

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QA and compatibility testing for next-generation wireless devices

Situation

The client had just designed a new generation of wireless keyboard and mice products that used Bluetooth® technology. These devices needed to maintain the high standard of usability and reliability that customers expected from the company's wired products.

This would necessitate an extensive cycle of compatibility testing against more than 100 applications, software localization testing in more than 10 languages, and compatibility testing on hardware systems from multiple hardware manufacturers.

Solution

Leveraging the specialized VMC recruiting engine, the VMC project test manager assembled a highly skilled team of professionals to implement the test scenarios. The team, consisting of a test lead and five software testers, developed a strategy and went to work.

Application compatibility testing for this project involved engaging the common functions of each application while monitoring for abnormalities. Testing activities included customizing existing hardware and button actions to test hardware features not yet available, and engaging buttons or keys that had no active relationship with the application to confirm that the proper action resulted. Identified anomalies were logged into a development bug database, which automatically notified the company's developers of issues needing to be addressed.

VMC also performed basic localization testing in 13 languages. The VMC localization test team verified compatibility of both Microsoft® Windows® ME and Windows® XP in English, Japanese, French, and German, ensuring that common functionality of the devices would perform optimally in a variety of languages.

The VMC team conducted the hardware compatibility testing component onsite at the client's test lab, which contained a variety of desktop and laptop computers from numerous manufacturers. VMC tested device installation, software setup, and core/default functionality. By performing the hardware compatibility testing onsite, VMC ensured that any problems related to specific manufacturers could be addressed in time for the product launch.

Success

Using a skilled team from VMC, there was minimal ramp-up time for the project, eliminating start-up expenses for the client. By outsourcing the task of assembling, training, and supervising a test team to VMC, the company was able to keep its own staff available to focus on bottom-line development activities and release this successful new product to market on time.



About VMC

VMC is a technology consulting company providing development, integration and quality assurance, IT outsourcing and customer care solutions to businesses, providing a competitive advantage through the effective application of people, process and technology. Using an integrated PMO methodology and world-class talent and resources, VMC delivers targeted solutions for the unique business needs of our customers.

By tailoring solutions to address specific business challenges, VMC becomes a true partner for reaching high performance business goals. VMC is positioned to help through both consulting and outsourcing that delivers results. Our value is in our blend of proven experience, skilled expertise and defined thought leadership.