

Case Study



Giving AMP confidence to launch their new digital front office

BACKGROUND

When AMP decided to revamp their website, they didn't hold anything back: advanced usability design, comprehensive tools and features, and a range of search and compatibility functions. Little wonder comprehensive exploratory testing was an urgent priority before the new website went live.

But there was another question AMP also had in mind: did the website meet its original business objectives? Specifically, could someone use the site to find what they needed fast? Would someone readily recommend the site to a friend? Clearly, AMP needed comprehensive usability testing too.

OUR SOLUTION

To precisely define AMP's requirements for both their exploratory and usability testing, our local Delivery Manager prepared a comprehensive scoping document covering everything from time frames and tester demographics to how defects should be reported and how SSL certificates should be managed.

With scoping and requirements complete, we used our cloud platform to reach out to testers around Australia: 32 testers were engaged for exploratory testing; 49 testers were engaged for usability testing. Our crowd of testers was ready to start testing in matter of hours. Despite the size of the website, and the number of forms and calculators to be tested, 80% of testing was complete in two days across all required platforms and devices.

Test leads from Revolution IT made up our validation team. In total, over 200 valid defects were found; 67 were categorised as major defects. Plus our usability experts reviewed all the UX surveys and think-aloud videos, and then summarised the findings, made recommendations and provided written feedback. To help AMP prioritise any changes, details about tester demographics were included alongside all usability feedback and recommendations. All testing, both exploratory and usability, plus all our validation and documentation, were complete within five days.

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200

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EXECUTIVE SUMMARY

✓ Application Type

Personal Banking website
www.amp.com.au

✓ Service Delivery Model

Managed Service: A professional Test Manager managed the crowd, validated defects and prepared deliverables



TEST TYPES



Functional exploratory testing



Usability testing



Cross browser testing



Cross device testing



Device compatibility testing

DEMOGRAPHIC CRITERIA

- ✓ All usability testers needed to be Australian
- ✓ Pre-retirees – 55 to 65 year olds
- ✓ Mass affluent – 45 to 55 year olds
- ✓ Mass youth – 25 to 35 year olds

KEY RESULTS

- ✓ Ramped up to 49 Australian testers in less than 48 hours
- ✓ Speed: 80% of testing complete within two days
- ✓ Total duration: Entire test cycle and reporting completed in five days
- ✓ Coverage: 25 different device/browser/OS combinations
- ✓ 200 valid defects found and fixed before deployment

DELIVERABLES

- ✓ Defect Log (reviewed, validated, duplicates removed)
- ✓ Test Summary Report
- ✓ Usability Report with usability suggestions
- ✓ Think-aloud videos from five potential customers

Crowd testing was very well received and everyone involved found it to be a valuable exercise; we will definitely be crowd testing again with Revolution IT.

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