



CASE STUDY

A Partnership Built on Collaboration and Culture

A global industrial PC company needed a flexible and independent solution to help manage an inconsistent volume of work. QualityLogic was able to acclimate to operational needs and provide a partnership that aligned with the company culture and accommodated the needs of a small but nimble in-house QA department.



The Client

Founded in 2003, OnLogic is a global industrial PC manufacturer and solution provider with a focus on hardware. This state-of-the-art



company designs flexible, highly-configurable, small form factor computers engineered for strength, integrity, and reliability. With a company mission to “make the impossible possible”, the OnLogic systems are built for the harshest conditions and thrive where other computers fail. Their products and systems are deployed in some of the most complex environments on, below, and even above the earth. Some of these systems have been operating non-stop for over a decade, a testament to the strength and reliability of their engineering. With advanced ingress protection and resistance to extreme temperatures, variable power, and vibration forces, OnLogic hardware is built to last in any environment.

The Search for QA and Culture Fit

Carly Fleury is OnLogic’s QA engineer and, until recently, was part of a nimble, two-person team. When her QA partner moved to another role in the company, Carly needed to act quickly to meet the QA requirements and maintain release schedules. Instead of hiring a full-time person, Carly decided to look externally for a team that could be flexible enough to meet the ebb and flow of the workload. Inconsistencies in the volume of work

ONLOGIC TECHNICAL SPECS

Testpad:	Test cases
Jira:	Bug reporting
Magento:	Front-end for users and admin
Odoo:	Back-end CRM, MRP, billing, accounting and inventory management


made it difficult to hire full-time positions; Carly needed a flexible team that could ramp up or down as QA testing needs required.

As an added component to the search, OnLogic needed not only flexible testing expertise, but also a robust and focused partner that would align with the company values. Carly was searching for a team that was adaptable to the workflow, as well as a team that could embrace the company culture.

“Excitement to come to work doesn’t just happen, it requires an engaged group of people united by common goals and values. We hold ourselves and our colleagues accountable to our Core Values, which guide and drive our behavior. So, aligning with the right partner is taken seriously,” says Fleury.

“We are a driven, growing, performance-focused organization, not a lifestyle company that’s content with the status quo. Each of us is responsible for how we act and behave today, to cultivate a work environment we all want to return to tomorrow.”

With that, Carly set out to find the perfect QA partner. After a thorough web search and review of peer references, she decided to put QualityLogic to the test (so to speak). Almost immediately, the team stood out with their offer to initiate a pilot program to ensure both companies’ work ethics and culture were aligned perfectly. In no time, the four-person QualityLogic team



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was off and running, and within just a few months, it would be clear that a permanent partnership was made.

How It All Came Together

QualityLogic was chosen based on two very important aspects of the OnLogic requirements — flexibility and fit. The four-person QualityLogic team provided the flexibility and resources needed to get features and fixes to production fast, while still maintaining a high level of product quality. One of the most surprising and appreciated aspects of the collaboration was the speed at which the QualityLogic team was able to understand and adopt the business processes, both in terms of the technical needs and the ERP system.

“They jumped in immediately and caught on extraordinarily fast, even acclimating to proprietary tools and processes. The ramp-up time was incredible.”

What Carly was most trepidatious of was the management time and oversight an external team might require. After all, she was just one person and would not have the time for handholding. Well, there was no need. The QualityLogic team took what they were given and got things done.

“I handed them something, they’d take it and they knew exactly what to do with it. They were absolutely as accommodating as they could possibly be.”



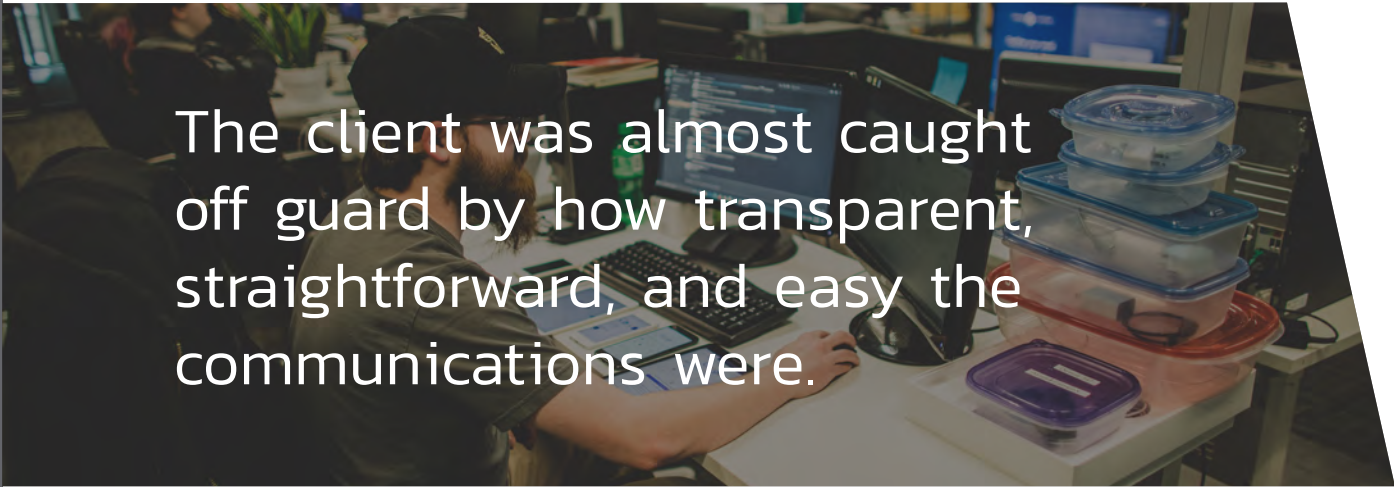
The QualityLogic team often exceeded expectations in delivering on the core values—Independence, Openness, Fairness, and Innovation—mostly because they shared the same standards. With a foundation already built on these values, the QualityLogic team was able to do the work without much management, and with the much-needed ability to pivot and adapt to the changes that come often in the OnLogic environment. QualityLogic Project Manager, Joe Walker put it simply:

“Carly was really good at giving us the training we needed in order to ramp up quickly. And, because our expertise is software testing, the rest fell into place. We weren’t testing the hardware; we were testing the software that they use to sell the hardware.”

As is also the case in the fast-paced tech industry, communication is vital. Carly was almost caught off guard by how transparent, straightforward, and easy the communications were. QualityLogic’s ability to make a challenging job seem so easy is what made them a truly integrated and trustworthy partner. “They just really got it,” Carly said with enthusiasm and a smile in her voice.

The Outcome Resulted in a Perfect Fit

Needless to say, Carly Fleury and the OnLogic team were delighted that the software testing services performed by QualityLogic enabled OnLogic to accelerate their development and testing cycle without losing quality.

A photograph of a person wearing a black cap and a grey shirt, sitting at a desk in a laboratory or office environment. They are looking at a computer monitor. On the desk, there are several clear plastic storage containers stacked on top of each other, and a purple container is in the foreground. The background shows other equipment and a blue wall.

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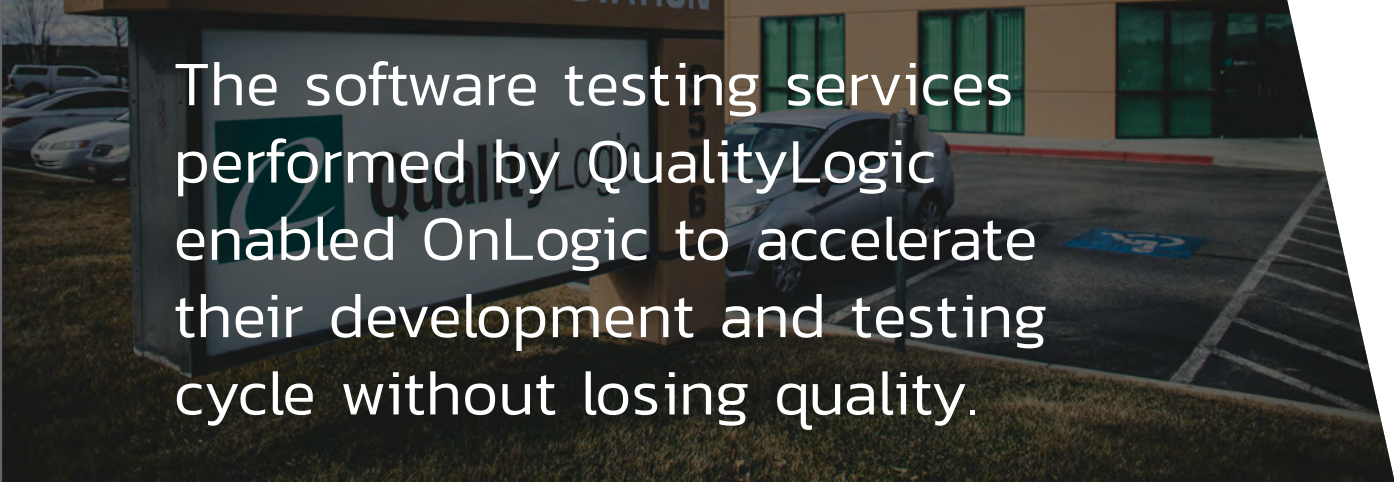
Carly also praised their attention to detail. The awareness and meticulous approach provided efficiencies within the development process and has been recognized and applauded.

QualityLogic's transparent and invested approach has resulted in the confidence of internal resources, as well as the leadership team who have been impressed by how quickly the QualityLogic team was able to ramp up and deliver. As a result, the backlog of testing needs was met within 6 months from contract initiation.

Maybe the most impressive outcome has been that a trusting, genuine, and rewarding relationship has been built on a foundation of values that two companies not only shared but embraced.

For More Information

Visit www.QualityLogic.com or call +1 208-424-1905



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