

About the company

Carbon Black delivers the industry's most complete endpoint security platform. For more than 15 years, its leadership and software have outpaced increasingly sophisticated attacks.

**CARBON
BLACK**
ARM YOUR ENDPOINTS

Business Challenge

Carbon Black was experiencing challenges given its market share growth and its need for multi-platform support for its existing protection and response products.

The additional resources needed would allow Carbon Black to maintain and improve the quality of its product without negatively impacting its ability to be responsive to day-to-day customer service requests.

Ideally, Carbon Black desired a long-term solution to its challenge, due to the amount of knowledge transfer that would need to occur to bring the new engineering team members up to speed. In particular, specialized technical and communications skills were an absolute requirement.

What we did

Carbon Black engaged iTexico on an outsource basis, entrusting us with managing the testing scheme for its enterprise security software product. Upon analyzing the client's requirements and special needs, iTexico initially proposed a pilot team as a means of gaining the trust and proving the outsourcing concept.



Industry



Security

Skills



Manual
Testing



Automation
Testing

How we did it

iTexico utilized a team of senior testers with experience across a variety of platforms and with test automation schemes, including E2E, API, and component level.

The team coordinated with Carbon Black's engineers using Agile methodologies and virtualization. As Carbon Black developed new code, iTexico's team subjected it to rigorous testing, following exacting standards and best practices as a means of ensuring that quality goals were met before deployment.

Outcome

After almost three years of direct collaboration, iTexico's relationship with Carbon Black has grown from a three-person pilot team to a group of 15 quality engineers, overseeing a broad umbrella of testing services, including Manual, Automation Testing, Scrum Master, and Product Owner.

More than just a conventional outsourced service, the iTexico team has become integrated in such a way that it is considered a mission-critical part of the Carbon Black quality engineering process. This close collaboration and ongoing interaction has allowed iTexico to support Carbon Black in 12 major product releases.

Technologies



Have a project in mind?

Contact Us

clientrelations@itexico.com
(855) 501-0100
(5112) 731-6236

www.itexico.com

Austin, TX
Silicon Valley, CA
Guadalajara, MX
Aguascalientes, MX

