



Rajeev Rai

## QASOURCE: BUILDING A STRONG COMMUNITY OF TESTERS

**T**welve years ago, Rich L.\* found himself working with QASource, a fledgling QA and testing company he had inherited as his department's engineering team extension.

To say it was the beginning of a fortuitous partnership may be an understatement for both Rich and QASource. A dozen years later, Rich is now a vice president at a global information services company based in the Netherlands. In between, he worked with several companies — and partnered with QASource at each one of them.

“The team we have at QASource I’ve had a hand in hiring, and it’s been driven by my needs,” Rich said. “The company has grown right along with what I’ve required. They have great resources, talent and attitude. Their engineers take initiative and want to keep improving. They behave like your product is their product.”

Rich is not alone in finding QASource as an indispensable asset

to his engineering departments. Though now in its fifteenth year, Silicon Valley-based QASource vaunts a 94% client retention rate, practically unheard of in high tech. The company has also never lost any business due to performance issues.

There are several ingredients to QASource’s secret sauce. One is a staff of 700+ highly educated and qualified engineers who are — as Levy mentioned — empowered to make product and procedural recommendations to clients and serve them at the highest level. Testers are encouraged to focus on creative solutions, questions, tactics and strategy, and challenge the status quo.

Another is the tremendous longevity those engineers possess. With a 90-plus-percent retention rate of their own, QASource engineers

provide clients with stability and continuity, and therefore an institutional depth of knowledge not found in most engineering teams.

And third is relationships and the boundless importance QASource places on human interactions and personal success. It takes just one sit-down with CEO Rajeev Rai to understand that working with or at QASource is not business-as-usual.

“I think part of my personality is caring about other people, and this has led many of the decisions that I have made in regard to QASource,” Rai said. “I want my clients to grow because I believe they are helping the economy, advancing technology and growing their people. My leadership

**Rajeev Rai** and his wife,  
**Sonia Rai**,  
founded QASource in 2002

is driven by how I can help those around me, and this extends to both my employees and my customers.”

Of course, at its core, QASource offers top-tier expertise in QA. Rai and his wife, Sonia Rai, founded QASource in 2002 because traditional outsourcing companies, he felt, offered poor reliability, inadequate security and only adequate testing.

It was a prescient move. Since then, Quality Assurance has evolved dramatically: Today it’s a world built on quick release schedules, continuous integration, better automation, agile methodologies, and an emphasis on security and privacy. QA has gone from being regarded as a cost center to a value center.

Meanwhile, QASource executes strategies and processes that eliminate inefficiencies, and builds tools and technologies to integrate with client development teams and help them triage faster. Combined with industry-leading visibility, strategic planning, metrics and communications, QASource has transformed QA into a function that injects speed and quality into projects and delivers true value to outsource collaborations, resulting in client software products that don’t break when deployed in the real world.

QASource is now one of the leading QA companies in the world with a global portfolio of clients from VC-backed startups to Fortune 500 companies, including IBM, Oracle, Cisco, Luxotica, Facebook and eBay. The QA company grows



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20%-50% each year, and its trajectory is on track to meet its goal of growing to 2,000 employees by 2022.

“By staying focused only on my customers and my employees, I only execute on strategies and tactics that drive value,” Rai said.

Those strategies include serving clients’ every need through its portfolio of service and offerings. Based in Pleasanton, California, QASource boasts a hybrid onsite/offshore model that combines offshore technical talent with U.S. management, and QA leads embedded in clients’ engineering departments — enabling them to avoid the risks that often accompany a remote testing team.

QASource manages to keep client costs low by sending most engineering functions to its impressive five-story building in India (another, a clone of the first, will begin construction this year); and the company is planning to open a nearshore facility in Mexico by the end of 2017. QASource also offers clients a pay-as-you-go option through QAOnDemand, and a crowdsourcing testing offering through MyCrowd — two companies it has acquired in the past year.

The company is quick to build new tools or processes for customers to help meet their needs. For example, years before mobile automation was widespread, QASource built its own proprietary iOS automation tool. Similarly, it built a dashboard that can take any bug base, CI, or automation tool and publish the results to clients in an easy-to-read fashion. Now? QASource is exploring AI testing to generate test cases and developing virtualization techniques, among other in-the-works advancements being researched or designed by its Advanced Technology Group.

“We will continue to innovate, developing best practices to help our customers get their products out faster, cheaper and to meet market needs,” Rai said.

\*Rich is a real person but due to QASource’s privacy policy, we protect our partners’ identities. **TTH**

