

nResult + Intuit

Provider of revolutionary software for business and personal financial management relies on a longstanding relationship with nResult for experienced engineers and flexible testing facilities.

Background

As a leading provider of business and financial management solutions for small and medium-sized businesses, financial institutions, consumers and accounting professionals, Intuit's widely recognized software products include TurboTax, QuickBooks and Quicken. In both 2006 and 2007, Fortune magazine ranked Intuit as America's most admired software company, eclipsing Microsoft, Adobe and Autodesk.

Challenge

Intuit software products are legendary not only for their usability, but also their functionality. To fully leverage these strengths, Intuit directs resources heavily toward development, opting to rely on contractor support for final testing and software quality validation. To make the most of this approach, Intuit needed a well-qualified, outsourced software testing and validation team who could—on short notice—engage and perform intense and comprehensive build testing. Upon completion, this team would be placed on standby until completion of the next build. Given these requirements, Intuit needed a well-qualified testing provider able to engage frequently for short periods—without the associated training time and costs associated with typical temporary engineering support. Ideally, this West Coast provider would also maintain an equally flexible testing facility. Intuit found this and more with nResult (formerly PCTest).

nResult

Before recommending an engineering support solution, nResult evaluated Intuit's testing needs. Over time, Intuit's rising and falling testing demands followed a sine-wave pattern—something nResult has observed throughout diverse industries and projects. If Intuit were to hire for peak demand, inevitable inefficiencies would arise when engineers went unused during sine wave valleys. At the same time, Intuit recognized that the hiring and training of temporary contract engineers would produce another set of potential inefficiencies related to training and knowledge loss. nResult proposed an alternative.

Working with nResult enables Intuit to send software builds out for intense, dedicated testing to a group of pre-qualified engineers and a pre-configured testing lab. Since nResult maintains a stable talent pool of salaried, in-house engineers—virtually all of whom have worked on an Intuit project at one time or another—Intuit retains a valuable source of outside process knowledge, available on demand. By working with nResult, Intuit gains access not only to qualified engineers who understand their unique processes, but also a testing facility that can be configured to fit their needs within hours. The result? A new way to accommodate testing demands that are anything but even.

For a free, no-obligation consultation and to learn how salaried nResult engineers can help your team flexibly accommodate project peaks and valleys, call 503.257.8000 x.208 or email sales@nresult.com.