

CASE STUDY

Telecom Equipment

USER

Divyank Goswami,
Associate Product Line Manager

PRODUCT

Centercode Platform

KEY CHALLENGES

Testing compatibility across evolving customer technology landscapes

ARRIS + centercode

Since introducing Centercode, Arris has...

Saved over

$1M

in potential lost revenue due to catastrophic bugs

Profiled over

5K testers

in its testing community based on demographics and technographics

OVERVIEW

Before Centercode, internal product testing was the main requirement for Arris to launch its modem and router products. Extensive internal alpha and QA tests were completed prior to product release.

CHALLENGE

Despite extensive internal testing, Arris still needed to verify that its products worked in the diverse technology ecosystems of its customers. It wasn't financially feasible to outfit their lab with all the devices they would need to do this internally.

SOLUTION

Using Centercode features like User Profiles and Test Platforms, Arris is now able to profile and recruit thousands of testers with unique technographic environments, and augment its QA team's efforts to test product compatibility. Using detailed profiles, Arris' team recruits between 200 and 250 testers into their projects and is able to verify compatibility with the $500k worth of tech devices used by each subset of testers.