

CASE STUDY

Automated Robotics

USER

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PRODUCT

Centercode Platform

KEY CHALLENGES

Reducing time spent on tester onboarding and project management

Capturing and tracking valuable feedback

UNIVERSAL ROBOTS + centercode

Since introducing Centercode, UR has...

Reduced tester & partner onboarding time by nearly

80%

Used the Centercode platform and processes to manage projects

in half the time

when compared to previous tests

OVERVIEW

Universal Robots hosted partner developer communities to collect compatibility feedback on releases. Formal tests with customers were rare, ad-hoc and via email resulting in feedback that they were unable to track.

CHALLENGE

At an hour each, the team could only onboard 15-20 testers. Nearly 100 hours per month were spent managing partner and customer tests that resulted in few bug reports via email.

SOLUTION

Universal Robots' team utilized the Centercode Platform to streamline their testing program and connect with their developer partners and customers earlier and more frequently. They were recently able to onboard and track engagement from nearly 75 software developer partners, more than they've ever had on a single test. Onboarding customer testers now took 80% less time allowing the UR team to focus on supporting and engaging with customers throughout the project to capture more, better quality feedback. This newfound bandwidth is being used to perfect their products and maintain their dominance in a growing industry.