

CASE STUDY

Cybersecurity Software

USER

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PRODUCT

Centercode Platform

KEY CHALLENGES

Recruiting new, engaged testers
Managing tester feedback



Since introducing Centercode,
F-Secure has...

Recruited over

4,468
testers

Managed over

1,227
pieces of feedback

Supported over

12,000
profiled members in an
active community

OVERVIEW

F-Secure used to manage beta testers and projects using a few separate tools. The systems they used did not offer a straightforward way to recruit testers and collect feedback.

CHALLENGE

It was challenging to recruit the large, diverse groups of testers F-Secure needed. In addition, test projects took so long and required so much manual effort to execute that there was no time to communicate with testers and keep them engaged. All of this caused valuable data to slip through the cracks.

SOLUTION

Using Centercode, F-Secure's beta team was able to quickly recruit 4,400 new testers and help their program gain more traction within the company. It has also become much easier for them to maintain tester engagement and manage incoming feedback to support over a dozen beta projects at any given time. F-Secure now maintains a thriving community with over 12,000 profiled members who are active in helping ensure the delivery of high-quality products.