

# Test your product portfolio for better user experiences



Currently serving  
**10 billion**  
customer interactions

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Servion enables business transformation for enterprises in the area of Customer Experience Management. Over the last two decades, Servion has evolved from being a single channel expert then to now converting omni-channel touch points into customer journeys with over 10 billion customer interactions in 60 countries across 4 continents. Servion's CX experts based in USA, UK, UAE, Singapore, and India deliver measurable outcomes through consulting, advanced technologies and industry-specific IP platforms.

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# Testing

Our automation testing services cover the gamut of new product development and releases. We tie the loose ends between product development, business risks and hyper-aggressive growth timelines by providing a fully-automated and continuous testing ecosystem.

## What we offer

### Risk and contingency management

We offer mitigation and contingency services to reduce the impact of risks and maintain the uptime of all critical functions.

- Align product risks to the requirement gaps
- Measure test results based on risk for smarter release decisions
- Get a risk breakdown structure to regulate product development

### Mobile and IoT testing

We simulate real-life environments and connectivity for users to receive world-class experiences across multiple channels (mobile, smart devices, wearables).

- Gain real-time responsiveness to validate testing results
- Use performance testing to verify response time against bench-marked time
- Leverage compatibility testing for device hardware, software releases and OS

### Automation testing

We provide reusable tactical models to automate seamless product testing while enabling reduction of operational costs.

- Automate testing of multiple devices, platforms and browsers
- Harness critical feedback to improve every stage of the product lifecycle
- Free your IT resources to focus on their strategic goals

### Dedicated testing centers

We set up highly-skilled teams in advanced test lab environments, along with virtual systems to test applications on various platforms.

- Prepare test plan to decide testing phases, dependencies and release criterion
- Access daily metrics to understand testing quality trends
- Get customized frameworks for better productivity and lowered process cycles

### Shift Left testing

We emphasize on product quality right from the start; we fix defects by eliminating the first signs of any threat.

- Proactively sort out defects in the early development stages
- Shorten test cycles and accelerate go-to-market capacity
- Improve overall code quality

## Why choose us

1

Smooth interoperability of devices and systems with major cost reduction

2

Easily scale the scope of software testing coverage at any given time

3

Identify how-to's on maximizing product potential before the development process

4

Predict user acceptance of new product launches