

## QA Now

### Fast and Powerful Automated Document Testing

#### Business Issues

The accuracy of customer communications is critical to ensure a positive customer experience. Yet many organizations find it difficult and expensive to manage the tools and resources necessary to ensure the effective testing of critical customer communications.

This can become even more challenging with frequent release cycles due to migrations, new CCM software releases, new platforms, versioning, etc. With QA Now, your quality assurance team can automate and streamline regression testing of documents, ensuring the accuracy of all your communications.

#### Solution

QA Now provides organizations with a scalable, fully automated QA solution to ensure every document that leaves your environment is accurate. It is the ideal solution to automate all your document-related regression testing needs, including testing of new CCM software releases, application design and setup changes, platform migrations as well as verifying insourcing/ outsourcing results.

Users can schedule unlimited test runs ensuring document QA is performed regularly, reducing the risk of inconsistent testing. The intuitive, web browser-based dashboard allows test status to be monitored and provides detailed visual results for fast error resolution. Users also have the option to redact personally identifiable information (PII) from the test files, mitigating the risk and cost of a data breach. This makes it easy to safely create test data from production files.

With QA Now, organizations can reduce the time, resources, and cost of recovering from inaccurate critical communications.

#### Benefits

- **Ensure the accuracy of customer communications:** automated file comparison and testing streamlines validation of document accuracy and integrity from creation through delivery
- **Save time and money on document QA:** robust quality control process reduces expense and time recovering from costly document errors
- **Reliably maintain faster release cycles:** QA Now can help get document changes into production faster reducing time to market
- **Easily create test data from production files:** Redact sensitive personally identifiable information from test files to mitigate security risks
- **Ensure efficient utilization of quality assurance resources:** Automated testing and web-based dashboard streamlines QA processes

### At a Glance

- Scalable, fully automated QA regression testing solution
- Supports a range of testing requirements
  - Initial application testing
  - Regression testing
  - Migration testing
  - Verification of outsourcing/ insourcing results
  - User Acceptance testing
- Compare documents of the same or different format
- Fast visual identification of changes - Fonts, text, data, internal structures & fidelity
- Dashboard driven, with anytime, anywhere web access
- Optional redaction of test data files
- Start-up services help you get productive quickly

### Why you may need QA Now...

- Is your document testing automated?
- Is your regression testing conducted on a regular basis?
- Has your operation inadvertently sent out communications with errors?
- Have you experienced any delays with production due to document errors?
- Would your team benefit from a centralized, easy-to-use interface for to schedule and monitor document testing?

## Solution Overview

### Automated Document Regression Testing

Based on CrawfordTech's own regression testing system, QA Now provides a fully automated testing framework and web-based dashboard to manage all your document testing processes:

- Regression testing of:
  - New CCM software releases
  - Application design changes
  - Template changes
  - CCM migrations
  - Application program changes
- Testing migrations from one system to another
- Verification of outsourcing/insourcing results
- User Acceptance Testing (UAT)
- Initial application testing

### Robust Testing Capabilities

QA Now provides organizations with a comprehensive toolset to support all document QA needs. Following setup and training of your QA environment, users can:

- Load unlimited test cases & software
- Schedule test runs to address any document testing needs
- Leverage multiple comparison modes – object, pixel, text, or binary – to quickly analyze and detect document differences

### Fast Access to Testing Status

The intuitive QA Now dashboard provides progress and status updates on all document related testing with:

- Real-time visibility to test results to immediately assess the impact of any changes and speed remediation
- Side by side, color-coded comparison of all pages for accelerated remediation
- Fast assessment of whether new release or version can be put into production, if there are issues or if additional changes are necessary

### Protect Sensitive & Personal Information

QA Now helps eliminate the risks and cost of data breaches that can result when private information is inadvertently exposed during testing with the ability to redact or scramble confidential or sensitive information from test files.

## QA Now



**ACCURATE  
COMMUNICATIONS**



**INCREASED  
EFFICIENCY**



**COST  
SAVINGS**

## Essentials

- QA Now runs on a wide variety of platforms:
  - Linux
  - Windows
  - AIX
  - Z/OS