test 10

98point6

Patients   Employers   About   Product   Sign in   Sign up

On-demand primary care when you need it.

Must be 18+ and in a supported state. (Additional states coming soon.)

Get it on Apple App Store ›   Get it on Google Play Store ›

Primary care reimagined

9:45 AM

MARIE FRAZIER, MD

Your health is a top priority and quality care should always be within reach. Our private, text-based service connects you with a physician via

98point6

Care at your fingertips

Expert physicians

Diagnosis and treatment

Choose your plan

PERSONAL PLAN
Pay with a credit card ›

SPONSORED PLAN
Check employer/university coverage ›

Case Study

Building a world-class QA team for 98point6

98point6

Company size: Over 125 employees

Company location: Seattle, Washington

Testing types: Functional, Interaction, & Bug Fix Confirmation

App type: Web, Android, iOS

About 98point6

98point6 is a Seattle-based company that offers on-demand diagnosis and treatment from board-certified physicians via secure in-app messaging.* Their mission is to bring technology and medicine together to make primary care easier to access and more affordable. By offering private text-based diagnosis and treatment using a mobile app, consumers can contact physicians at any time. Working with employers, 98point6 also improves employee productivity and lowers healthcare costs by increasing primary care utilization and promoting earlier medical intervention.

"Our goal is to dramatically reduce the cost of primary care in the United States and make it available to everyone."

Joel Schweitzer is Lead SDET at 98point6. When he started, he was the first and only test engineer. His mission was to create a software testing team, determine what rigorous testing and product quality verification should look like, create and document that process, and then evangelize it to the engineering team. Now Joel is responsible for the test engineering process, collaborating with product managers to determine where testing fits into new features. He also handles bug triage and manages half-a-dozen test automation engineers.

Eyes on the Product

Joel and his team knew that relying on test automation alone would not get them to the level of quality 98point6 needed for its apps. Manual testers would have to bridge the gap between the monitoring that automated testing provides and the level of quality expected of a company supplying crucial healthcare services.

In digital healthcare, customers are trusting a software application with their lives, and 98point6's highest prior-

98point6

On-demand primary care
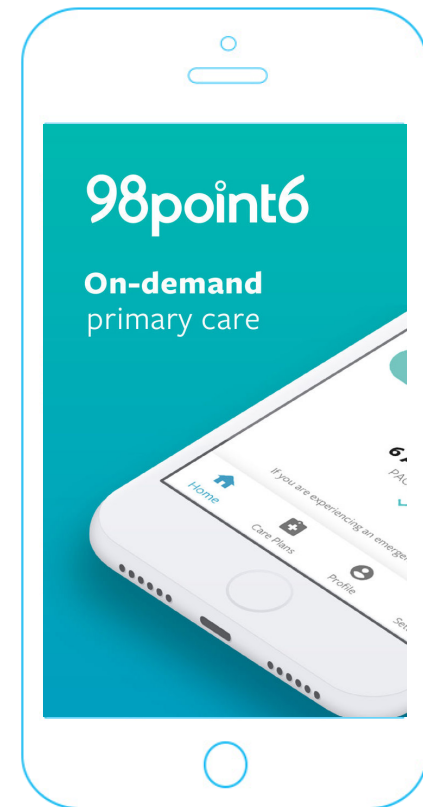
"Fresh sets of eyes are actually more valuable than people who are entrenched in the product on a daily basis for years."

*Testing of the 98point6 app is conducted in a test environment, without the use of actual patient data.

-ity is the health and safety of every patient who uses their service. Because a failure in software is a failure for a patient in need, 98point6 wanted to make sure they verified every feature and uncovered as many potential bugs as possible.

Finding a Manual Team

Early on in the company's existence, Joel and 98point6's CTO looked at the available options for manual QA. They explored hiring an in-house team, considered working with external contractors, and evaluated crowdtesting services like test IO. Having built manual testing teams before, Joel knew that it would be a challenge to hire locally, with costs for an in-house team potentially reaching $1 million annually. Furthermore, neither in-house additions nor contractors solved the problem of fatigue. After working closely with and repeatedly testing a product, even the best test engineers develop blindness and familiarity that can prevent effective manual testing.

Avoiding testing fatigue and product blindness – but still having access to trained and experienced testers – was one of the deciding factors for choosing test IO as a partner. Crowdtesting is far more cost-effective than 98point6 building up their own manual testing team, and test IO offers professional, exploratory testers who can uncover software issues, not algorithms or untrained Mechanical Turk workers.
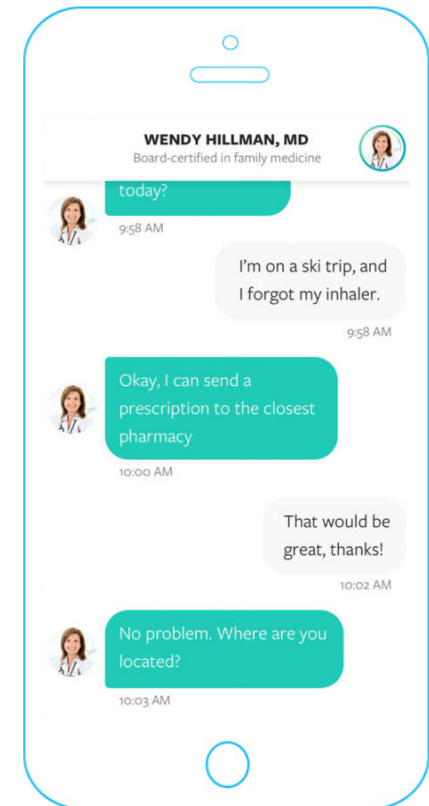
Predicting Real World Crashes

On the business side, key stakeholders believe that investing in quality assurance is central to delivering an exceptional product experience, as is thoroughly understanding the product's capabilities and behaviors for more informed decision making and work prioritization.

Being new to partnering with test IO, the engineering team was uncertain about the priority to place on the bugs being reported. Taking a data-driven approach, Joel performed an internal study on crashes documented in the field and those reported through customer service channels. The analysis examined how many of the crashes happening in the real world had been uncovered during testing.

A large majority of the crashes users experienced on 98point6's Android and iOS apps had previously been reported by test IO's crowdtesters. This finding helped incubate a culture of deeper understanding surrounding these bug reports, leading to more informed decision-making and an improved user experience. They now spend a lot of time doing QA testing, embedding test IO deeply into the release process. Knowing that testers have verified new features on real devices gives 98point6 a lot of confidence that they're closer to having a crash-free application.

> *"Not only is it crucial to have insurance in place for QA—especially when it comes to an individual's healthcare—it's essential to get it right the first time."*

WENDY HILLMAN, MD
Board-certified in family medicine

today?
9:58 AM

I'm on a ski trip, and I forgot my inhaler.
9:58 AM

Okay, I can send a prescription to the closest pharmacy
10:00 AM

That would be great, thanks!
10:02 AM

No problem. Where are you located?
10:03 AM

Speed Up Iteration

Unblock the QA bottleneck with an army of graded testers, and allow for faster deployment by letting developers focus on development.

Test On Real Devices

Make sure your soft   are works under real-world conditions. Check apps and websites on a vast variety of everyday devices, 24/7.

Discover Critical Bugs

Let our professional human testers find bugs no automated test would find.

About test IO

test IO helps software teams ship high-quality software faster.

As a global leader in software crowdtesting, we speed up fast-moving software development teams with a platform for on-demand QA testing throughout the entire development cycle.

Test setup takes just minutes, and we dynamically allocate human testers in real-world conditions to fit your specific testing needs. No more QA bottlenecks at the end of your sprints -- test IO makes software teams both faster and more flexible.

Our community of tens of thousands of professional QA testers ensures on-demand availability when you need testing, and guarantees coverage across all the devices, operating systems, regions and languages that matter to you. Test results are delivered in as little as an hour within the development tools you already have in place, or via web app.

Founded in Berlin in 2011, test IO is headquartered in San Francisco, and is the trusted testing partner of leading companies such as Barneys New York, Revolve, Edmunds.com, and Carnival Cruise Line.

test IO

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