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BenchmarkQA Publishes White Paper with Findings from Software Test Outsourcing Survey

May 15, 2009, Minneapolis, MN – BenchmarkQA today announces the release of a white paper that describes the results of a survey and accompanying research into the challenges, benefits, expectations and experiences of individuals involved in the outsourcing of software testing. The white paper is based on a survey conducted by BenchmarkQA asking IT professionals about their expectations and experiences with outsourcing the software development and test and functions, both onshore and offshore. Outsourcing data from leading consulting and research firms is also included in the document.

“In terms of satisfaction and success, our research uncovered a wide gap between the perception of executives, and that of the practitioner,” says Vice President of Operations Molly Doyle Decklever. “Whether or not outsourcing is a successful venture depends on who you ask, even when using quantifiable measures like cost.”

The whitepaper gives some recommendations on what should be addressed to improve the chances of a successful outsourcing venture, specifically making absolutely certain that internal processes are fully matured and that the retained team is sufficiently sized and skilled to manage the outsource relationship. “From the feedback of our survey participants and the robust dialog at our Quality Forum on the same topic, it seems many organizations go offshore without allocating the time and resources required to create a successful relationship with the vendor and to work through the challenges inherent in managing the performance of a distributed team,” says Decklever.

A fundamental but often missed key to outsourcing success is having an Outsourcing Strategy—one that answers the questions “Why do we want to outsource?” and “What do we expect to get out of it?” By starting with these simple questions, a company is able to begin to establish an internal consensus regarding the need for and goals of outsourcing, and they’re able to establish the priorities and criteria from which to accomplish their outsourcing objectives.

The whitepaper can be found on BenchmarkQA’s website at www.benchmarkQA.com.

BenchmarkQA, headquartered in Minneapolis, MN, has provided exceptional quality assurance consulting and testing services to its clients for more than 21 years. They help software project teams deliver high-caliber software with greater efficiency and cost control, through process improvement strategies, training, guidance, and the productivity of highly-skilled QA professionals. As a service to the Twin Cities QA community, BenchmarkQA offers Software Quality Forums on a quarterly basis. For more information, please visit www.benchmarkQA.com.

For additional information about this event, or services available through BenchmarkQA, contact Molly Decklever, VP of Operations, 952.392.2384, molly.decklever@benchmarkQA.com.

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