

Extending Fourth's Software Development Teams with Expert QA Engineers



Client: **Fourth**

Industry: **Software & Technology**

Service: **IT Staff Augmentation**

About Our Client

Fourth is the power behind the world's hospitality industry. The company is a global leader in end-to-end restaurant and hospitality management technology solutions. It serves customers in 120,000 locations worldwide and is supported by a dedicated, unified team across offices in the US, UK, Bulgaria, China, Australia, and UAE.

Business Challenge

Our client encountered the need to extend its IT personnel located in Ukraine due to the present challenging situation in the country. Fourth approached TSD as an experienced IT staff augmentation services provider since the company needed a backup team in Bulgaria to support some of its key software projects.



Solution

We responded to the client's requirement by providing valuable technical expertise and successfully extending the IT teams of Fourth that work on one of its software solutions – a financial workforce application. We have been providing expert quality assurance analysts who have joined forces with the client's software development specialists to boost capacity and efficiency for the particular project.

A part of TSD's QA engineers is engaged in the back-end team of the project, servicing three different APIs with the specific purposes of incorporating users, servicing users, and servicing a managing application. The team is working on improving the light versions of the app while implementing changes and adding new functionalities.

The rest of our QA specialists have been contributing to other two projects of the client in parallel. One of these active projects is the mobile version of Fourth's financial workforce application, including development and testing for Android and iOS. As the solution is already in use by hospitality industry customers, the augmented team of Fourth has been working to enhance its user interface and experience while abiding by certain banking and security requirements.

The third ongoing project supported by TSD's QA experts is a tool that provides connectivity between the shift planning platform of a customer's company (e.g., a restaurant or hotel) and the financial mobile app of our client Fourth, automatically synchronizing users' data between the two systems.

Technologies Used

Xcode, Android Studio, Charles, Proxyman, Fork, Vysor, Redux, Swagger, Control Room, Postman, Python 3

Team Size

4 quality assurance analysts

Service Duration

Since November 2021, ongoing

Results

Through a reliable partnership with TSD, our client successfully augmented its software development teams with the needed quality assurance skills and know-how. As a result, the company obtained accelerated QA work within its in-house teams, being enabled to cover more quality assurance activities in a specific timeframe.

Furthermore, with the dedication of our QA specialists, the client has been allowed to achieve faster incorporation of new functionalities in its financial workforce solution. That has also contributed to an enhanced, lighter, and more user-friendly end product.

We invite you to book a free IT consultation with an expert from our team [here](#)

ABOUT TSD SERVICES

TSD Services, part of TSD Group, specializes in providing world-class offshore and nearshore software development outsourcing services offered under the well-established engagement models of staff augmentation, dedicated teams, and project outsourcing.

Since 2007, the company has been a trusted partner to organizations all over the globe, contributing to their IT success with the extensive industry expertise and talent of our highly engaged and problem-solving human resources.

We invite you to contact us at sales@tsd.com or visit tsd.com for more information.

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