iLAB

AUTOMATED TESTING
Generate highly repetitive test cases that thoroughly test the core requirements of software without the manpower and expense.

ACCREDITED TRAINING
Highly focused, interactive training programs that will prepare internal staff for the demands of testing.

THE iTEST DIFFERENCE
Our revolutionary iTest process Implements the highest of standards into our quality assurance efforts.

21
YEARS IN SOFTWARE QUALITY ASSURANCE

3000+
SUCCESSFULLY COMPLETED ENGAGEMENTS

4
CONTINENTS OF QA EXPERTS

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iLAB UNDERSTANDS **HUMAN RESOURCES**

Every organization, regardless of size, faces the challenges of human resource management. Human resources plays an essential role in developing a company's strategy as well as handling the employee-centered activities of an organization.

Harnessing the power of innovative software solutions to process the critical tasks associated with HR can provide a competitive advantage for organizations of all sizes, and can be critical for the survival of larger organizations.

As technology advances, more features than ever before are available to HR professionals to manage payroll and benefits calculations, handle the recruiting process, and even track inventory of essential supplies within the organization.

While these advancements have worked to increase the efficiency of human resources, the ever changing landscape and integration across systems has also left organizations exposed to significant amounts of risk.

Small calculation errors or incompatibility with new software updates can lead to employees being paid improperly, errors in critical payroll tax calculations, and a lack of critical supplies when they are needed.

Managing these risks and internally testing your existing software solutions can be an expensive and strenuous undertaking for any organization.

iLAB understands the issues your organization is facing and has the cost effective quality assurance solutions you need to keep your systems running properly.

CLIENT **CASE STUDY**

THE OPPORTUNITY

The world of higher education can be quite challenging for the human resources department to effectively manage. In addition to the core administrative staff that manages daily operations, education professionals are spread across several independent departments, manged by various employment contracts, and have access to different levels of benefits.

New software solutions have given the human resource team streamlined processes that could integrate across multiple software solutions, calculate the proper outcomes, and provide reports quicker than ever before. These solutions had the opportunity to drastically increase the efficiency of HR operations and save the organization significant labor costs.

However, with such complex systems in place, the opportunities for failure increased. The pressure of continued errors in their current management systems led to one iLAB client reaching out for an ongoing engagement. This particular client was facing a growing concern from key staff members over the accuracy in compensation and the management of benefits.

The client relied heavily upon internal IT staff to manage the testing process and ensure systems were compatible after major updates were released or new data was introduced to the system. These staff members lacked the formal training and systems that could effectively source the problems they were experiencing and create pathways toward a solution.

As a result, internal resources were being inefficiently allocated, costs were rising, and errors were still occurring at a noticeable rate.

THE RISK

While new and innovative solutions promised an efficient workplace, the reality was anything but. As elements such as tax rates, healthcare costs, and other data associated with HR constantly changed, a system that could not process this data effectively could lead to improperly paid employees, an increase in unsatisfied staff, and significant financial and tax implications that could devastate the organization.

In addition, efficient use of all assets is critical for the success of any organization. Allocating staff, resources, and finances to an inefficient quality management process would drastically hamper the organization's profitability and hinder the opportunity to invest in infrastructure that could attract students and top job candidates to the organization alike.

THE iLAB SOLUTION

The target area identified was the current system's ability to integrate and gather data from a variety of different sources and process rare payroll occurrences accurately. While these improper calculations were rare, they were still critical to streamlined operations of the HR team.

Additionally, our team noticed strain on the system when new variables or system updates were added into the solution. As new data and integrations were introduced to the system, there was uncertainty over the effectiveness of the pre-existing systems in place.

Through a combination of manual and automated testing procedures, our team was able to replicate the data sets of existing staff members and the unique payroll situations that were creating issues. This provided the team with an ability to run through a variety of data combinations to identify trouble areas and ensure accuracy.

To address continual compatibility issues, we implemented regression testing to see how changes to specific data sets and new software updates would impact the systems currently in place.

Lastly, we implemented our internationally accredited training programs to help train key internal staff members to more effectively address quality issues and implement efficient QA systems into their workplace.

As a result, our client was able to reduce the costs associated with an inefficient system and confidently utilize their existing software solutions. The client reported drastic increases in productivity and avoided the cost of purchasing entirely new software solutions.