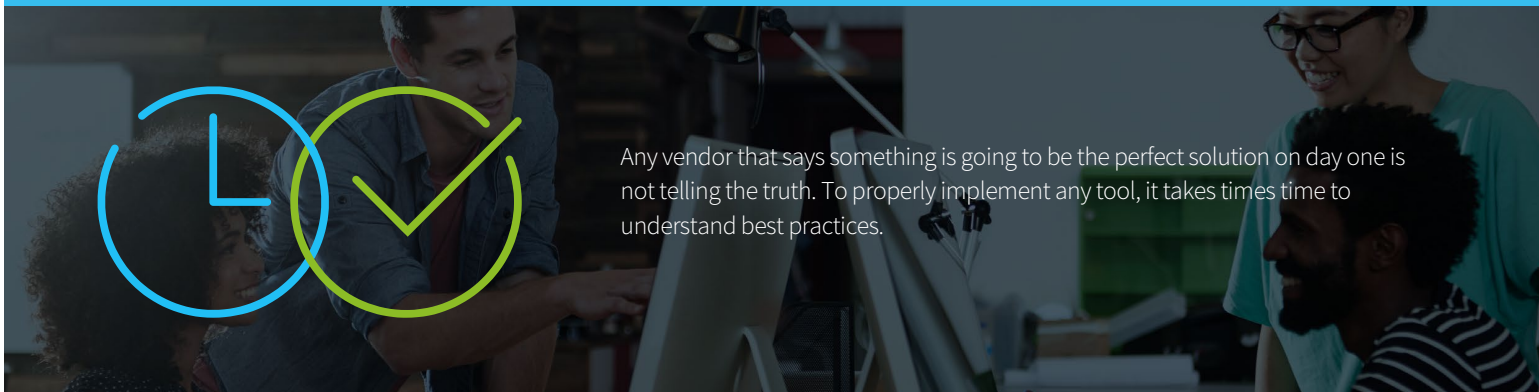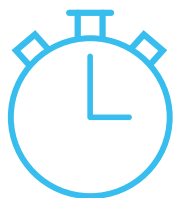# The Onboarding Process

Any vendor that says something is going to be the perfect solution on day one is not telling the truth. To properly implement any tool, it takes times time to understand best practices.

Our Customer Success Managers are QA experts who work alongside your team during onboarding to best implement test IO into your QA processes. Throughout your time as a customer, they will provide consultation on test design, on-going support, and how to maximize overall QA effectiveness.

Every customer is unique, and our team works as an extension of yours throughout the pilot period to quickly identify the most effective and time-saving use cases for the platform.

Unlike other DevOps products out there, test IO is not just off-the-shelf software; it is powered by real software testing experts, and our team ensures that we match your specific testing needs with the unique skill sets of our crowdtesting workforce.

<24 Hours
Time to first test

The average customer runs their first test the second day after onboarding, but some have launched barely an hour after our first call.

3 Days
Time saved during pilot period

We save teams up to eight hours per week of time otherwise lost to manual testing. This equates to over 60 hours of time saved during the pilot period alone.