

Safe and Secure in Over 19 Countries



Case Study: LiveSafe

How do companies around the world keep employees and contractors safe?

How do they prevent costly security incidents before someone gets hurt or operations are disrupted?

In an increasingly uncertain world, LiveSafe is dedicated to helping people work together to make their companies, schools and communities safer.

LiveSafe's two-way mobile safety communications platform allows users to communicate in real-time with their organization's security team. Users can submit tips including photos or videos, request help, access safety information and initiate SafeWalk virtual escorts directly from an easy to use mobile application.

The LiveSafe dashboard automatically routes tips to personnel who can resolve issues quickly; security teams for safety incidents, human resources for workplace issues, facilities management for repairs and physical security problems. Administrators can use the geofencing feature to quickly locate users within a specific geographic area.



LiveSafe is the world's leading mobile safety communications platform and enables users to do something when they see something. Used by major corporations and educational institutions to help keep employees and students safe, the LiveSafe platform focuses on providing actionable crowdsourced intelligence gathering for security officials.

Website: www.livesafemobile.com

About Global App Testing

Internationalising software at speed has become increasingly challenging with the vast combination of new devices, operating system upgrades and global network providers. Not considering international markets results in a painful customer experience, slower international growth and opportunities for more agile local competitors to take market share.

We allow tech teams to leverage over 20,000 vetted professional testers with real devices in real environments in over 105 countries.

Global App Testing was selected as one of the fastest growing technology companies in the UK.

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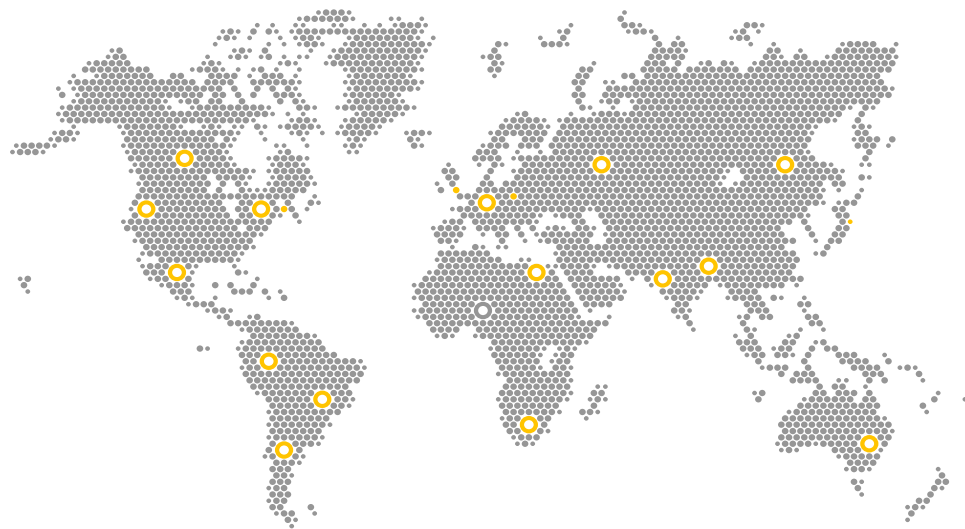
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Challenge

A security incident can occur anytime, anywhere so LiveSafe's app has to work flawlessly wherever, whenever users need it. More than 100 universities rely on LiveSafe to keep students safe on campus. Major venues like Levi's Stadium in San Francisco embed LiveSafe into their custom fan apps to enhance security during games. LiveSafe is also rapidly becoming the safety communications platform of choice for Fortune 1000 organizations.

"Our customers not only have thousands of users located across the US and around the world, many of these employees travel between multiple company locations both domestically and internationally," explained Matt Hagopian, Vice President of Engineering at LiveSafe. "Our technology team needs reliable feedback about how our application performs in many locations and across many mobile carriers to best support these complex user requirements."

The team struggled to find ways to internally test their app in multiple locations with many devices. Automated testing helped identify bugs during development, simulate load, and quickly check new code, but the team was concerned that it might not reliably emulate all of the testing conditions that a person on the ground might encounter. The team needed the higher level of user insight that only human interaction could deliver.



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“LiveSafe has a deep commitment to platform and user experience quality. We do extensive customer needs and behavior research before development to make sure the features we build will be easy to use in an emergency,” added Hagopian. “It only makes sense that we would extend our commitment to excellence with extensive quality assurance testing.”

The LiveSafe team was intrigued by Global App Testing’s global testing community and crowdsourcing model. They decided to do an initial round of testing in a few select countries. Global App Testing mobilised a team of 11 testers in 2 countries to begin testing critical application functionality on a wide range of devices including emergency services, GPS, and employee safety reporting. Within 48 hours, the Global App Testing team identified numerous ways LiveSafe could improve their application.

Global App Testing Impact

The results from the first round of testing were so successful that the company began requesting additional testing in cities and locations around the world. To date, Global App Testing has tested in over 45 cities around the world for LiveSafe.

LiveSafe requires testers to live and work in each target city to capture contextual information outside the limitations of automated testing. “Working with LiveSafe is an example of the level of impact we hope to have around the world. They really understand the importance of getting it right and that means the relationship between the two companies is extremely strong” according to Scott Kneller, Head of Growth for Global App Testing.

“We need to know that even in a stressful, life-threatening situation, any of our users will be able to request help when they need it,” Hagopian said.

“Having skilled professional testers personally interact with our app in the actual geographic locations where it might be used gives us the confidence to assure our customers that LiveSafe can help keep their people safe.”

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