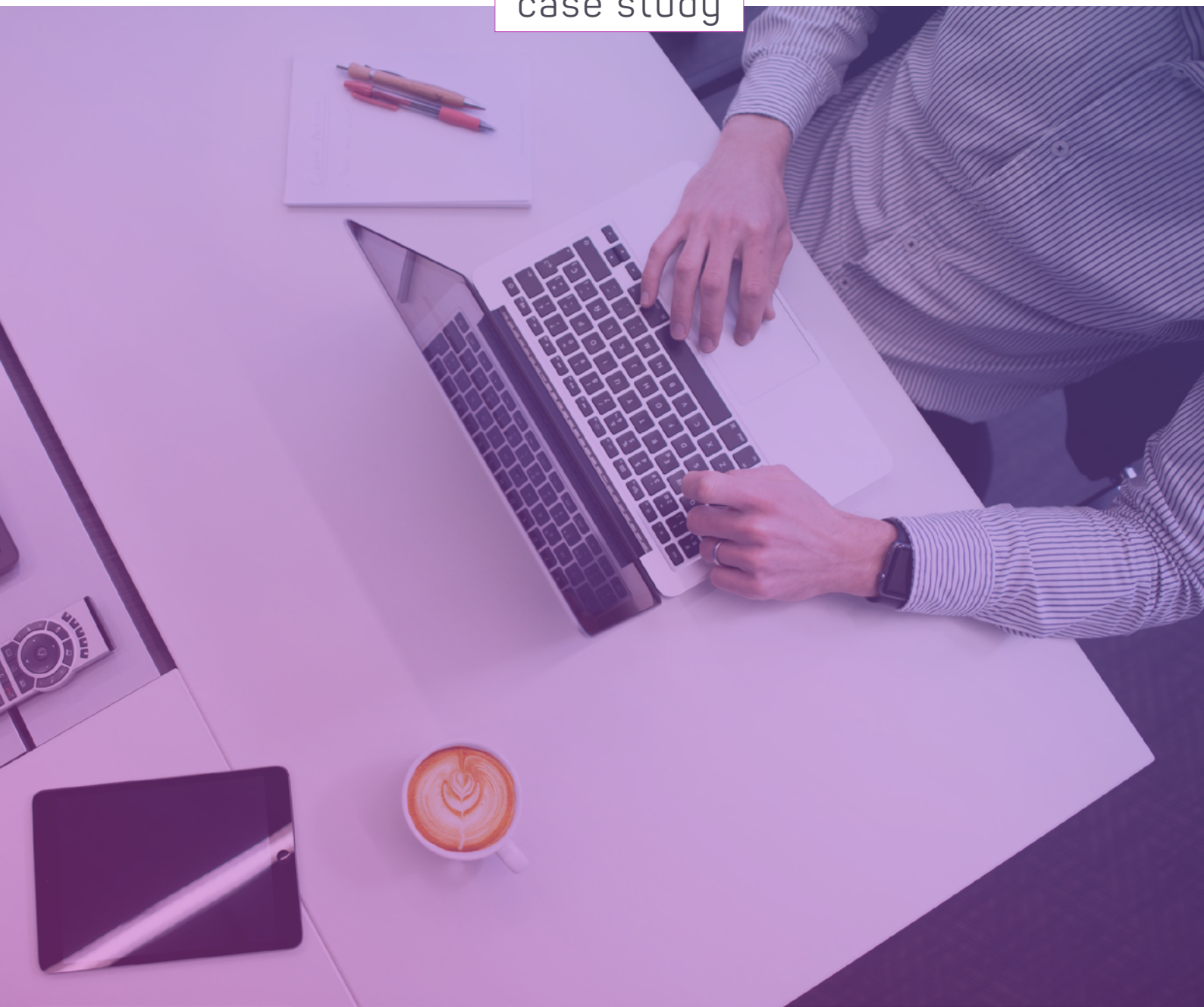# mabl

Passportal

case study

About Passportal

Password Management and Documentation Management

Passportal provides Secure Password & IT Documentation Management exclusively designed and used by IT Service Providers to store, manage, and access clients' passwords & documentation, as well as deliver password security as a value-added service.

Headquartered in Calgary, Alberta, Canada

http://www.passportalmsp.com

Describe mabl in 3 words:

"Really freakin' useful."

Kevin Barton,
QA Specialist, Passportal

Meet Kevin.

Like any employee at a small growing company, Kevin shares many responsibilities with his colleagues, generally bouncing between several different roles in any given day. For Kevin, this means managing manual and automated testing, as well as taking on support calls and building out different projects.

Kevin uses mabl to run automated tests on their web application, a security and password storage management platform used by IT practitioners. Kevin and the Passportal team want to ensure that they're delivering the best product possible to the market and their customers.

The Challenge

> *"We just had a spreadsheet of the repetitive tests to make sure we remembered to do them all - which isn't necessarily the best way to do that - which is why mabl is great in this respect."*

Kevin is the only dedicated automated tester at Passportal. Before mabl, Kevin had no consistent replicable tests in place, and manual tests were conducted by him or other support individuals as needed. No other QA tools were in use, except for a spreadsheet which contained a checklist of flows to be tested.

Since adopting mabl, Kevin has been able to build out a test suite. Their tests run daily on a schedule, and the team stays alert to when something breaks with mabl's Slack integration. They still run tests on-demand against their staging environment, and as they deploy to production.

Life After mabl

"Our app is dynamic and URLs change, but mabl auto-heals and continues on if the link that it originally pointed to changes in some way, which is great because it allows me to focus more on the manual testing aspect as well as my other duties."

Because Kevin wears many different hats at Passportal, it's important that he doesn't devote a lot of time to maintaining brittle automated tests.

The Passportal web application has dynamic content, where URLs change often. mabl's ability to auto-heal and adapt tests to changing UI elements has become one of the most useful features to Kevin. He relates using mabl to having an additional member on the team because mabl maintains tests on her own.

With mabl's machine intelligence handling the test maintenance, Kevin has been able to focus more on exploratory testing, finding more bugs, and increasing automated test coverage.

He reports that mabl auto-heals tests almost daily, and enjoys that he doesn't have to worry about test-failure false positives from changing UI elements.

Moving forward

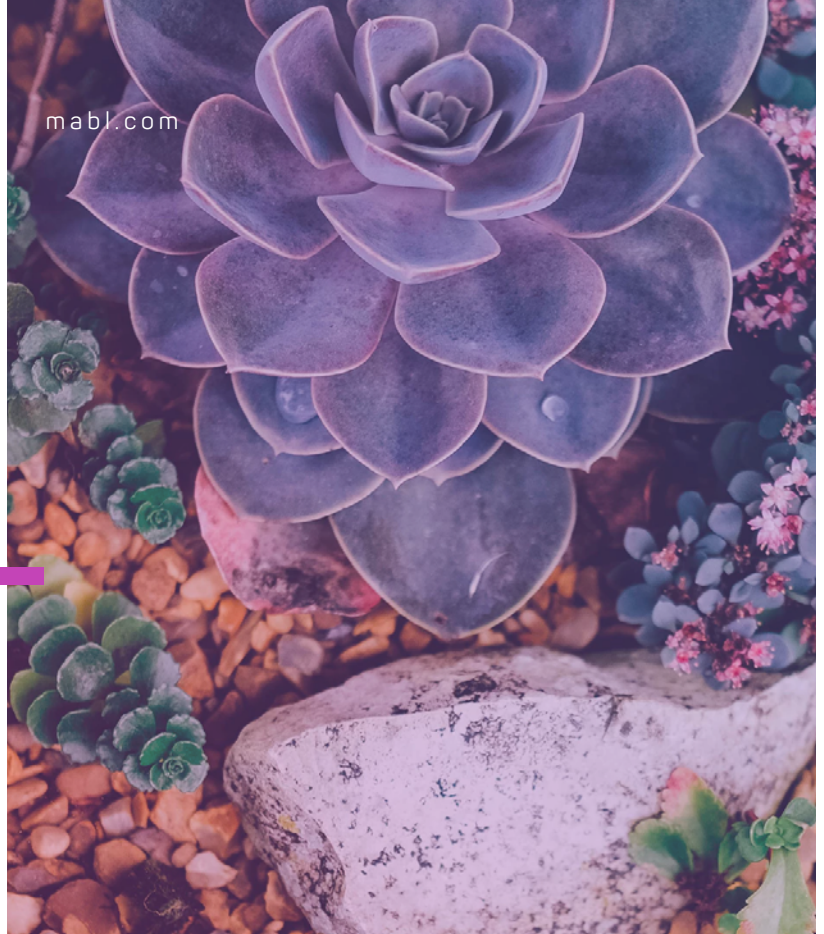The mabl trainer browser extension is an essential piece to creating journeys. Kevin particularly enjoys using the autoreplay feature to edit journeys and ensure that they are executed as expected.

Kevin plans to roll mabl out to his support team so that they can create tests that they think are important, monitor those tests, and report problems quicker, all as part of Passportal's internal workflow.

He's confident that the support team will be able to adopt mabl quickly because building and editing user flows with the mabl trainer browser extension is simple and straightforward.

"Hiring developers strictly for testing environments, especially just to create automated tests, isn't the most efficient use of their time or our company budget. mabl allows other departments to go in and create those tests because it's very easy to understand."

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