



VARJO & KEYWORDS FQA: Flexible Critical Coverage

Working together during the pandemic to enable a critical product launch

OVERVIEW

For five years, Finnish XR/VR company Varjo has developed hardware and software which have led to truly immersive experiences; where virtual, augmented and physical realities become one. Keywords Functionality QA was engaged to help bring Varjo's vision to life, working closely as a support team and leveraging its experience to provide consistent, quality results.

Over the lifespan of the engagement, Keywords has built a QA support team to provide coverage on both Varjo VR hardware and their software platform. Leveraging Keywords' vast device inventory and technical expertise, the QA team has supported Varjo through to their product launch by providing Compatibility, Functional QA and Performance feedback.

CASE STUDY

Varjo, being at the forefront of innovation and pushing the limits of technology, required a team to enter into that virtual world as pioneers and fully test and measure every aspect of it. Together, they have made Varjo's VR platform the most comfortable, detailed and immersive experience possible. However, this collaboration was in danger of breaking down when the pandemic hit.

With a launch date of December 2020, both the team and the hardware infrastructure that was in place for testing had to be rebuilt during a critical timeframe, to ensure a smooth Gen 3 product launch for the VR-3 and XR-3 headsets.

When the pandemic hit, Keywords Functionality QA crafted a solution to provide uninterrupted support to Varjo. Through careful coordination and teamwork, Keywords continued to fully support Varjo, providing the same flexibility, standards and support in a new environment.

CHALLENGES

In an industry where working from home was widely considered impossible, when the pandemic arrived it threatened to bring all testing and production to a halt.

01

Complex Logistics

High-end and prototype hardware and critical processes were transposed to a new environment.

02

Launch Timeline

Workload increases, along with team size, required additional co-ordination – all while gearing up for product launch.

03

Product Requirements

Key testing requirements included a highly skilled team, hardware flexibility and customised logistics and communication.



SOLUTION

Working from home with additional staff and supervision to ensure Varjo's testing requirements were met, along with tailor-made coverage and support plans.

01

Delivery Pipeline

Dedicated staff assembled and delivered all of the required equipment in an expedited and secure manner.

02

Flexibility

New processes in work from home environments were standardised, as well as ensuring there were no coverage gaps.

03

Teamwork

Additional staff were trained and onboarded, new leadership was put in place and a new testing format was built for Varjo.



"We have utilised Keywords Studios' testing services for three years already and, as Varjo has grown from a start-up to an industry leader, the test team at Keywords Studios have been absolutely instrumental in delivering a capable QA service for us.

"Working at the forefront of technology with cutting edge virtual reality and mixed reality solutions, Keywords Studios have been providing us with proficient testing for our demanding requirements."

OLEG HRISTOV

Senior Quality Engineer – Varjo

The achievements went beyond expectations for all parties.

RESULTS

The pandemic tested our abilities to adapt quickly to a situation, which continued to evolve over the course of a year.

Keywords worked on logistics to ensure the team received the latest hardware on critical timelines and that testing never missed a beat, regardless of their location – from Helsinki to Montreal and to the team's homes and back again.

A tailor-made solution, delivered with customised configurations.

IMPACTS

During our three-year partnership with Varjo, Keywords Functionality QA has delivered custom solutions for their VR platform. During the pandemic, this was no exception and includes:

- Customised hardware PC configurations.
- Specialised testing expertise.
- Coverage: Constant transformation throughout the product's evolution.

Challenges help companies evolve.

BENEFITS

- Rapid iteration on testing solutions between Keywords and Varjo.
- Expanded our collective capabilities for complex, bleeding-edge testing, agnostic of location.
- Cemented critical expertise for VR and customised product launches to further support our clients.

65

HARDWARE
DELIVERIES

Averaging more than eight deliveries per tester, getting hardware out as quickly as possible.

27,704

TEST
CASES

73% of 38,083 test cases were executed in a secure work-from-home environment, challenging the industry status quo.

8,259

REMOTE SUPPORT
HOURS FOR VARJO

More than two thirds of the year spent working from home without a compromising quality.

4,377

IN-OFFICE SUPPORT
HOURS FOR VARJO

Reducing downtime and maximising coverage when the team was able to test both in office and remotely.

PARTNER WITH US

Keywords Functionality QA has the global network of studios and breadth of testing services and experience to meet your needs. We continue to expand both locally and internationally to better support our clients. If your team faces vendor issues or if you want to explore solutions to minimise disruption risks, we invite you to contact us. Are you ready to partner with us? Enter your details on [our website](#) to get a proposal.

ABOUT KEYWORDS STUDIOS

We are the leading technical and creative services provider for global video games and beyond. With locations in Asia, Australia, the Americas and Europe, we have a breadth and depth in multiple industry-leading service lines including Art, Game Development, Audio, Functionality QA, Localization, Localization QA and Player Support. Working across all major platforms, in more than 50 different languages, Keywords Studios delivers support for its clients across the globe.