

# KAYAK Accelerates Releases with TestMu AI (Formerly LambdaTest)

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# Introduction

KAYAK faced challenges stemming from managing multiple device labs spread across various locations. This setup often led to connectivity problems, node failures, and unexpected downtimes, creating hurdles for both mobile testing and automation workflows. By adopting TestMu AI, KAYAK saved time on managing users, device labs, and rolling out the platform across the company. This not only cut costs but also boosted productivity, allowing the team to focus more on improving KAYAK's digital experience—a priority that matches their expertise and goals.

## About KAYAK

Since 2004, KAYAK has transformed the travel industry. With over 1,000 team members, it operates seven global travel brands, including KAYAK, SWODOO, momondo, and Cheapflights. Each year, KAYAK handles billions of queries, helping millions of travelers worldwide find the best flights, hotels, car rentals, and holiday packages. Acquired by Booking Holdings in 2013, KAYAK continues to empower confident travel decisions by searching hundreds of travel sites for the best options.

### At a glance

#### Industry :

Travel and hospitality

#### Challenge :

As KAYAK grew, scalability challenges highlighted the limitations of their local device lab in supporting a diverse and extensive device pool. These limitations became even more evident as the company accelerated its release cycles, underscoring the need for a more reliable and scalable testing solution.

#### Location :

Germany

#### Key Highlight :

KAYAK revolutionized testing by adopting TestMu AI, reducing testing time, expanding device coverage, and accelerating release cycles with cutting-edge solutions like HyperExecute and KaneAI.

#### Solution Used :

[KaneAI](#)

[HyperExecute](#)

[Manual Testing - Real Devices](#)

[Native App Automation](#)

[Web Automation on Desktop](#)

[SmartUI](#)

# Device Lab Limitations Challenge KAYAK's Testing Scalability

KAYAK's reliance on multiple device labs in various locations presented some difficulties like connectivity issues, node failures, and unpredictable downtimes, disrupting both mobile and automation testing. As KAYAK expanded, scalability concerns arose, emphasizing the limitations of the local device lab for maintaining an extensive device pool. This became more apparent with the company's push for frequent releases, prompting the need for a more robust testing solution.



# Discovering the Perfect Fit: Why KAYAK Chose TestMu AI

Given KAYAK's rapid release cycles, the search for a robust testing solution initially led them to explore a cloud-based testing solution. To choose the right solution for their testing needs, they evaluated cloud providers based on billing models, detailed reporting, performance, and support. Despite all providers being willing to meet KAYAK's needs, TestMu AI stood out in terms of performance, pricing, and support.

The key factors driving this transition were TestMu AI's performance, concurrency model offering, exceptional support, and responsiveness through communication channels like Slack. This allows any user to communicate directly with TestMu AI and get almost instant support, without needing to raise tickets or escalating things through managers. Additionally, the solution proved to be a cost-efficient alternative by eliminating the need for extensive device and OS purchases, resulting in significant time savings on maintenance tasks.



# Accelerating Release Cycles and Improving Device Coverage through TestMu AI

TestMu AI emerged as a great solution for KAYAK, resolving their testing challenges and introducing a level of efficiency that significantly impacted their release cycles.

## Enhanced Device Coverage with Real Device Cloud

TestMu AI's broad array of 5000+ real devices ensures optimal user experience for KAYAK by testing across a plethora of real iOS and Android devices, effectively identifying and resolving issues. This unified environment meets diverse testing requirements, offering private, public, and on-premises cloud deployment options that provide KAYAK's testing teams with both flexibility and enhanced security. KAYAK seamlessly integrated TestMu AI into its existing tech stack and streamlined its testing processes. Further, KAYAK leveraged the cloud-based testing tool not only for mobile app testing but also for web automation. This flexibility allowed them to cover both web and app releases efficiently.

## Informed Decisions with TestMu AI Insights

The reporting and analytics features provided by TestMu AI became instrumental in analyzing test results, identifying patterns, and making informed decisions to enhance the overall testing strategy. KAYAK specifically uses TestMu AI to track the pass/fail ratio and device coverage regarding app testing.



Image Source : Microsoft Future Ready Event

“

**LambdaTest** (Now TestMu AI) **is creating that next level of efficiency** around test automation so that people can actually focus on testing versus test orchestration.”

Satya Nadella, CEO, Microsoft

# KAYAK's Testing Transformation with TestMu AI

KAYAK has consistently embraced new TestMu AI features and products. Their journey with TestMu AI highlights a progressive approach to comprehensive quality assurance. Starting in 2023 with manual testing on real devices and web automation on desktop, KAYAK has continually leveraged TestMu AI solutions to elevate their testing strategy. They also adopted SmartUI for visual regression testing, capturing over 15,000 screenshots to ensure visual consistency across all platforms.

In 2024, KAYAK continued to innovate by adopting HyperExecute Cloud to accelerate their testing processes. TestMu AI HyperExecute is a powerful test automation platform built to streamline and speed up the software testing process. It enables teams to run tests efficiently, quickly identify and resolve issues, and accelerate time-to-market. With AI-driven capabilities, HyperExecute helps organizations enhance their testing strategy and deliver high-quality software faster.

Along with this, KAYAK has been at par with adopting our new offerings and is one of the first users in private beta of the all-new KaneAI. [KaneAI](#) is the world's first end-to-end testing agent that allows teams to create, debug, and evolve tests using natural language. This demonstrates Kayak's commitment to scaling and optimizing their testing workflows using cutting-edge technologies from TestMu AI.

## The TestMu AI Difference

Switching to TestMu AI reduced time on user management, device labs management, and user adoption company-wide. This also led to considerable cost savings, positively impacting productivity and enabling the reallocation of resources toward enhancing KAYAK's digital experience for users – a task that aligns with the team's strengths and preferences.



# About TestMu AI

TestMu AI (Formerly LambdaTest) is a fully autonomous agentic quality engineering platform that empowers teams to test intelligently, smarter, and ship faster. Over 10,000+ customers and 2 million+ users across 132+ countries rely on TestMu AI for their testing needs.

 **1.2 Bn+**  
Tests

 **2M+**  
Users

 **10K+**  
Enterprises

 **132+**  
Countries

## Exploratory Testing

Enhance web and app quality to ensure seamless user experience with real-time, live, exploratory testing on 10,000+ devices.

## KaneAI

Boost testing efficiency with an AI platform that uses natural language to create, debug and evolve tests.

## Test Manager

Streamline test creation, management, & reporting for improved efficiency with AI - native unified Test Manager.

## Automation Cloud

Accelerate product releases with secure, scalable, end-to-end test automation in the cloud.

## Real Device Cloud

Test on 10,000+ real Android and iOS devices, and 3000+ browser combination cutting costs while ensuring compatibility.

## HyperExecute

Accelerate testing speed by 70% with AI-Native orchestration for faster digital transformation.


## Accessibility Testing

Ensure inclusive, accessible websites with TestMu AI's manual and automated Accessibility Testing tool.

## Visual UI Regression

Achieve UI perfection quickly with AI-Native visual regression testing across all platforms.



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