

City Furniture, A Million-Dollar Retailer, Achieves 40% Faster Test Execution in Biweekly Sprints

Success Metrics

40% Faster Web Test Execution

20% Faster Mobile Test Execution

50% Cost Efficiency

 Industry
Retail

 Location
Florida, United States

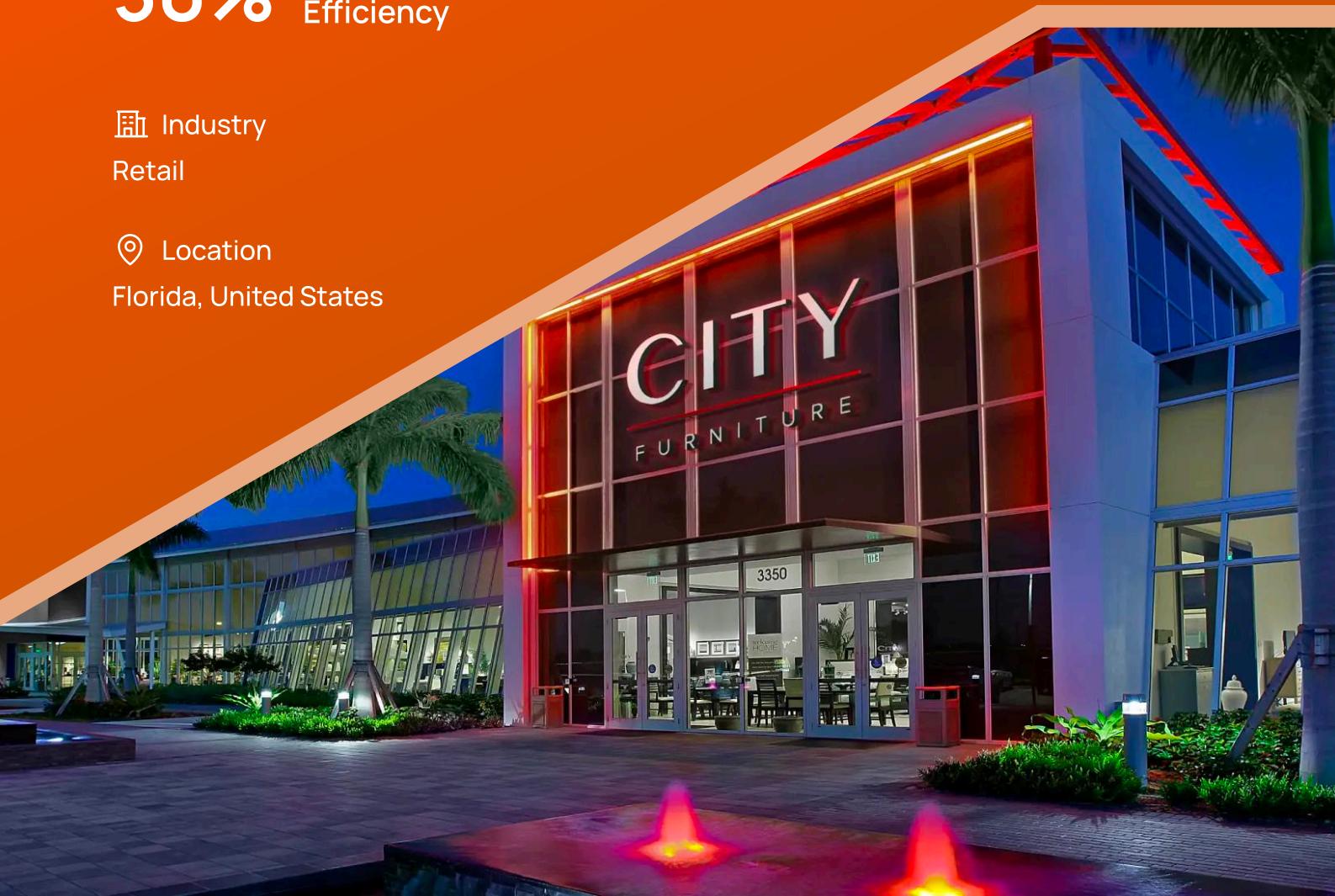


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Company Profile

A leading furniture retailer with:

- \$600 million in annual revenue
- Over 24 showrooms across South Florida
- 1,900 employees and decades of excellence in the industry

About The Company: Elevating The Furniture Shopping Experience

Founded in 1971 and headquartered in Florida, City Furniture has spent over 50 years building a legacy of excellence in the furniture retail industry. City Furniture is committed to providing a seamless online shopping experience, which is crucial to enhancing customer satisfaction. By integrating both online and offline sales channels, they ensure a consistent shopping journey. To maintain this high standard, rigorous software testing is essential for delivering an error-free and smooth experience with every feature update and production change. TestMu AI's testing platform plays a vital role in helping City Furniture achieve this, ensuring a bug-free web and mobile experience that drives online sales beyond the in-store experience.

At a glance

Industry :

Retail

Challenge :

City Furniture struggled with slow release cycles due to persistent stability issues, unresolved support problems. These challenges hindered their ability to maintain efficient testing and meet deadlines.

Location :

Florida, United States

Key Highlight :

With TestMu AI, City Furniture achieved 40% faster web test execution and 20% faster mobile test execution. TestMu AI's proactive support resolved issues in a day, improving stability and productivity.

Solution Used :

[Native App Automation](#) ↗

[Real Device Cloud](#) ↗

[Automation Testing Cloud](#) ↗

From Weeks of Unresolved Issues to Struggle with Testing Instability

City Furniture, with a decade-long online presence, was facing bottlenecks that slowed their software release cycle before switching to TestMu AI. They had been using a major competitor but were unhappy with the platform due to these issues:

Persistent Stability Challenges:

Stability was a persistent challenge. City Furniture faced an unreliable testing environment, where issues such as failed test executions and delayed responses from the system were common. Test queue issues were a particular pain point.

Never-Ending Cycles of Pending Issues and Frustrating Customer Support:

One of the key issues they faced was the never-ending cycle of unresolved problems. Every time an issue arose, it took an extended period—sometimes weeks—to get a resolution. Their customer support processes were slow and often didn't provide quick fixes, leading to significant delays in their project timelines.

“Before I joined City Furniture as a QA Automation Engineer, we were already using a competitor’s platform and dealing with persistent issues. Transitioning to TestMu AI resolved these long-standing challenges for us.” -Nicholas Paulsen, Senior Quality Engineer, CITY Furniture

Stability, Speed, Support, and Cost Efficiency: The Four Pillars Driving City Furniture's QA Success

City Furniture was no longer seeking just another testing tool; they needed a dependable test partner capable of providing timely support, managing continuous issues and requirements, and supporting their release cycle and digital presence, which generates millions in revenue.

Stable and Scalable Testing Environment

City Furniture switched to TestMu AI for stability, overcoming infrastructure bottlenecks, and ensuring a more reliable and efficient software release cycle. TestMu AI provided a robust testing environment that effortlessly scaled to meet their evolving testing needs.

Customer Support Accelerating Problem Resolution

TestMu AI's exceptional support system became a key differentiator. In stark contrast to their previous experience, where issues often took weeks to resolve, TestMu AI's responsive and proactive support team efficiently addresses problems, often within a day, ensuring minimal disruption and helping City Furniture meet deadlines.

"The Customer Support at TestMu AI has been excellent with everything we do. Last week, when some of our tests were stuck in the queue, TestMu AI resolved the issue within a day—such issues used to take weeks to resolve with our previous platform."

- Nicholas Paulsen, Senior Quality Engineer, CITY Furniture

Accelerated Testing for Faster Results

While stability and support were important, the most dramatic improvement came in test execution times. With TestMu AI, they achieved **40% faster web test execution** and **20% faster mobile test execution**, dramatically accelerating their testing process.

Maximized Performance with Optimized Costs

City Furniture found better value by delivering both superior support and faster performance at a more competitive price with TestMu AI. This led to **50% cost efficiency** and improved parallel support, optimizing their testing spend without compromising on quality.

Effortless Integration

TestMu AI's easy implementation and seamless transition allowed City Furniture to get started quickly without a complex setup. The straightforward integration lets their testing team focus on execution, not on navigating platform challenges.

Optimizing Biweekly Testing Cycles with TestMu AI

City Furniture's 9-member QA team ensures product reliability across web and mobile platforms.

With a two-week sprint cycle and a "release when ready" approach, they maintain flexibility and responsiveness while delivering high-quality updates on time.

TestMu AI supports its testing cycle with web and mobile automation test plans.

- **Web Automation:** With the Web Automation plan, City Furniture streamlined its workflow and improved test coverage, leading to faster execution times. With **40% faster web test execution**, they were able to complete tests more efficiently, enhancing their release cycle
- **Mobile App Automation:** TestMu AI's mobile app automation on real devices helped City Furniture scale its testing. With **20% faster mobile test execution**, they were able to test a broader range of mobile devices, get quicker feedback, and meet deadlines more efficiently.



Image Source : Microsoft Future Ready Event

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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

Consolidating Fragmented Test Infrastructure with TestMu AI

Test infrastructure fragmentation has been an ongoing challenge for City Furniture. They were managing multiple types of tests—UI tests, mobile app tests, API tests, and database tests—each in separate silos. Integrating these into a unified strategy was difficult. With TestMu AI, City Furniture began streamlining their testing processes, running web and mobile tests together on a single platform. TestMu AI's unified testing capabilities brought their data together to a great extent, creating a more efficient and cohesive testing workflow.

The Impact: From Delays to Delivery

For City Furniture, the switch to TestMu AI transformed their testing approach from a bottleneck into a competitive advantage. Their team no longer struggles with stability issues, or long support delays. Instead, they've achieved:

- **Accelerated releases** with 40% faster web testing and 20% faster mobile testing.
- **Enhanced test stability**, driving improved quality with more reliable test execution.
- **Exceptional customer support** with issues resolved in days instead of weeks.
- **Optimized costs** with 50% greater efficiency.

Want to experience a similar transformation for your testing infrastructure? [Book a demo with TestMu AI today](#) and see how we can help you achieve faster, more reliable testing while optimizing costs.

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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