TestMu AI
Formerly LAMBDATEST

How a Leading European Online Pharmacy Reduced Testing Time by 85%

Success Metrics

87% Faster Test Execution

15% Improvement in Prescription Upload Success

20X Increase in Browser-Device Coverage

Industry
Healthcare/Online Pharmacy

Location
Europe

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Company Profile

About:

A leading online pharmacy serves millions of customers across eight European countries, providing prescription fulfillment, over-the-counter medications, health consultations, and wellness products.

The company built its reputation on reliability. Prescriptions arrive within 24-48 hours, pharmacists remain available for consultations, and the platform works seamlessly whether a customer browses from their smartphone in Berlin or their tablet in Amsterdam.

But behind this seamless experience, their QA team was fighting an uphill battle.

> "We were testing in the dark. Our customers were uploading prescriptions on devices we didn't even own. When complaints started flooding in, we had no way to reproduce the issues. That's when we knew something had to change."
>
> — **Head of Quality Assurance**

At a glance

Industry :

Healthcare/Online Pharmacy

Challenge :

The company faced significant issues with prescription upload failures on specific devices, particularly Samsung Galaxy devices running Android 11 with the Samsung Internet browser. Limited test coverage meant the QA team couldn't identify these issues before they affected customers.

Location :

Europe

Key Highlight :

With TestMu AI's real device cloud, the company expanded their testing coverage to **500+ device-browser-OS combinations**, reducing testing time by **85%** (from 6 days to 4 hours) and improving prescription upload success from **82%** to **97%,** while customer complaints dropped by **85%**

Solution Used :

Automation Cloud

App Test Automation

When 200 Customers Couldn’t Upload Prescriptions

Over 200 customers reported they couldn't upload their prescriptions. The images would upload, appear successful, then vanish. Pharmacists received blank files, orders were delayed, and frustrated customers threatened to switch to competitors.

After hours of debugging, the development team discovered the culprit: a specific combination of Samsung Galaxy devices running Android 11 with the Samsung Internet browser handled image compression differently than expected.

The QA team had never tested on Samsung's Android 11 because they lacked the devices.

> "That incident was our wake-up call. We realized we were making decisions based on incomplete information. We were essentially flying blind, hoping our limited test coverage would catch the issues that mattered. It didn’t."
>
> **— Head of Quality Assurance**

Finding the Right Partner for Comprehensive Test Coverage

The engineering leadership team knew they needed a different approach. They evaluated multiple cloud testing platforms against specific criteria that mattered for their business:

1. **Real device coverage** across European markets with actual browser-device combinations used by their customers
2. **Parallel execution** to eliminate sequential testing bottlenecks
3. **Network throttling** to simulate rural connectivity
4. **Integration** with their existing CI/CD pipeline (Jenkins)
5. **Compliance features** for GDPR and pharmaceutical regulations

6. **Geolocation testing** for country-specific functionality

7. **Responsive support** that understood healthcare industry requirements

8. **Cost efficiency** compared to maintaining physical labs

> "We looked at four different platforms. What set TestMu AI apart was the combination of real device coverage and the platform's flexibility. We could test on actual Samsung devices, iPhones across multiple iOS versions, and even less common browsers like Samsung Internet that our customers actually used."
>
> — Head of Quality Assurance

Testing TestMu AI in a Controlled Sprint

The QA team began implementation during a controlled sprint where no major releases were planned. The team wanted to ensure TestMu AI could replicate their existing test coverage before expanding.

Initial Setup:

- Connected TestMu AI to their Jenkins CI/CD pipeline
- Migrated existing Selenium test scripts for critical user flows
- Set up automated tests for prescription upload, medication search, checkout, reorder prescriptions, and account management
- Created a test matrix covering 500+ browser-device-OS combinations across their target markets

Within the first week, they were running automated tests that previously took hours to set up manually.

> "The integration was surprisingly smooth. We had our first automated test running on TestMu AI within two days. By the end of week two, we had migrated 80% of our critical test scenarios."
>
> — Lead QA Automation Engineer

Parallel Testing Reduces Execution Time by 87%

Manual testing previously consumed six days per release cycle. With TestMu AI's parallel execution, that time dropped to just four hours.

The architecture allowed 100s of tests to run simultaneously across real devices, validating prescription uploads, checkout flows, and account management in parallel rather than sequentially.

More importantly, the time savings allowed them to systematically expand test coverage based on actual customer data from their analytics.

Expanded Test Coverage Reaches 10,000+ Devices

TestMu AI's cloud infrastructure gave the QA team access to thousands of browser-device combinations without additional hardware investment.

They could now validate critical paths across configurations efficiently through parallel execution. This level of coverage seemed impossible six months earlier.

> "Going from limited devices to 10,000+ browser-device combinations sounds overwhelming, but TestMu AI made it manageable. We weren't testing everything manually now. We automated the critical paths and used parallel execution to validate across configurations efficiently."
>
> **— Lead QA Automation Engineer**

Solving the Prescription Upload Crisis: 82% to 97% Success Rate

The original prescription upload issue stemmed from varying image compression, camera API differences, and unclear file size limits. With TestMu AI's real device testing, the team implemented adaptive compression, pre-upload validation, and device-specific camera handling.

The result: Upload success improved to 97%, and customer complaints dropped by 85%.

> "TestMu AI didn't just help us find the bug. It helped us understand the problem. Testing on real devices showed us exactly how different manufacturers handled image uploads differently. That insight was invaluable."
>
> **— Mobile Development Lead**

Looking Forward

The team continues expanding its automated test coverage to include visual regression testing for prescription forms, API testing for backend medication databases, performance testing under varying loads, and accessibility testing for customers with disabilities.

They're exploring TestMu AI's AI capabilities for intelligent test case generation, predictive analytics for high-risk changes, automated flaky test detection, and smart test prioritization.

Want to make your healthcare testing infrastructure robust? Book a demo with TestMu AI and discover how cloud testing can accelerate your release cycles, improve quality, and reduce costs.

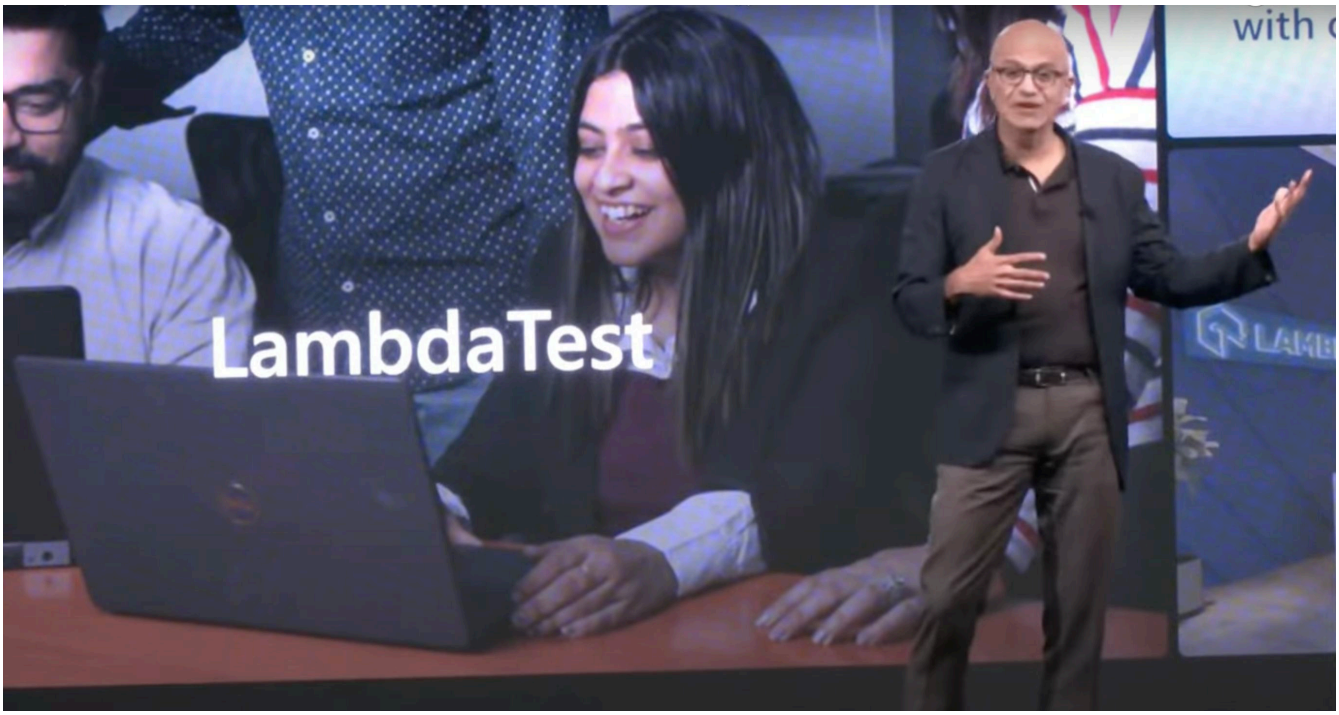

Image Source : Microsoft Future Ready Event

“

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

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+ Countires

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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