A Functional Bug Bounty Program

For Thalys

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CTG
GROUP

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Who We Are

François Joseph Vlallon
General Manager

"
Averaging more than 250 projects a year, we uncover more than 20,000 bugs for clients. These bugs are found as a result of both manual and automated test campaigns for various digital services such as mobile apps, websites, IoT's, and software.
"

▶ We hunt bugs and provide quality assurance for your digital projects (Website, App, Software, IoT, SDK)

▶ We have a complete digital ecosystem with thousands of old and new devices, and BugTrapp, our test organizing software, at the center of our campaigns.

▶ We have two testing labs, one in Europe and one in North America, and a community of test professionals in over 60 countries.

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Testing Summary

▶ **21,303** bugs hunted down from over **250** projects in 2020.

▶ + 50% of the projects were tested on at least 15 devices, by 5 different testers on average

▶ Methods used to test the digital service:

52% scenario testing
48% exploratory testing

Audrey Debraine
Hybrid Operations
Director

" *Our laboratory testers handle over 250 digital services a year, so our expertise goes far beyond functional testing. It also includes a deep understanding of a positive user experience.* "

Our Clients in the Transportation Sector

OUIBUS

Europcar

OUI.sncf

VW

CITROËN

EURO TUNNEL

CMA CGM

SNCF

APRR

THALYS

xee

by StarDust

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Bug Bounty

In 1995, Netscape decided to reward users who identified and reported bugs affecting the security of their browser. Thus, the first Bug Bounty was born.

Today, a Bug Bounty is a reward that a company offers to anyone who finds security holes in a given area of their digital product or service.

Our Offer

We propose the same approach to preserve the quality of the user experience by offering **a functional bug bounty service: daily exploratory testing.**

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The Advantages of Our Bug Bounty

▶ **Flexibility**: Permanent functional testing missions by subscription (from 1h/jour)

▶ **Our Resources:** **2** testing laboratories, **+ 3,000** testing configurations, and **1** community of testers accross 60 countries.

▶ **BugTrapp :** Our advanced bugtracking software

The Client

In today's business environment, change is often on the horizon due to rise of new technology. At the same time however, there are many things that never change like the importance of great service.

For Thalys, one of Europe's leading railway services, using new technology to provide great service is in its DNA.

Driven by a need to ensure the highest quality for its online booking platform, Thalys turned to us and our Bug Bounty Program to meet its quality assurance needs.

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The Challenge

With international clients, Thalys needed to be sure its website was capable of serving clients in multiple languages. Thalys also needed to ensure the various functions on the site worked appropriately to allow customers to search for tickets, place orders, and manage their accounts effortlessly.

Our mission involved the following:

› **Finding bugs that could prevent or hinder customers' ability to search for and purchase train tickets, login to their account, and the overall connection to the site.**

› **Identifying a maximum number of language-based bugs in French, English, German, and Dutch.**

› **Testing certain functions when using two special promotions on a specific day and time.**

THALYS

CUSTOMER IT MANAGER
BRUNO LEGRAND
RETOUR D'EXPERIENCE SUR LE PARTENARIAT StarDust

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Mehdi Djendli
Project Manager

"To ensure the highest level of quality for an e-commerce site, it is essential to test often and early. With the Bug Bounty Program, it is possible to test a website, for example, on a daily basis to uncover bugs and promote faster bug fixes.

Our strategy

To meet Thaly's needs, the bug bounty included the following:

› **A daily test campaign executed for 1 hour each day.**

› **A weekly reframing of the test campaign to meet the evolving conditions of the site.**

› **Exploratory based tests executed by our in-lab testers and We Are Testers, our crowdtesting community, due to its ability to mobilize testers native in the languages needed.**

› **All bugs were documented using BugTrapp, our bugtracking software solution.**

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The Results

50 unique bugs were discovered throughout the course of the bug bounty. The results are as follows :

WEEK 1
Number of Bugs: 14
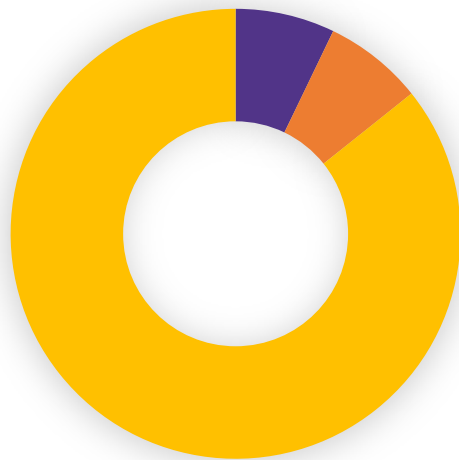
WEEK 2
Numbers of Bugs: 15

WEEK 3
Number of Bugs: 7

WEEK 4
Number of Bugs: 14

BLOCKER   MAJOR   MINOR   SUGGESTIONS

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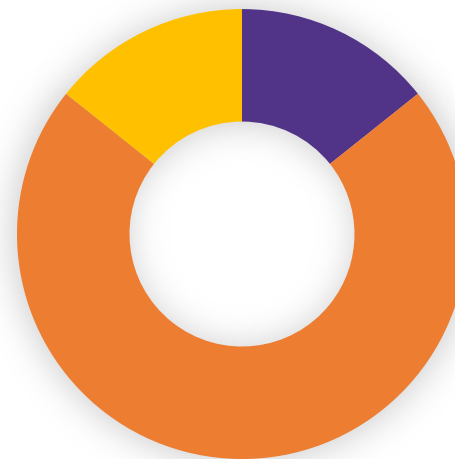
The Results

Concrete Example

MAJOR

When attempting to cancel a purchase for the **Thalys Frequent Pass**, the tester was erroneously redirected to the homepage instead of the subscription review page.

For customers simply looking to change the subscription, this bug would require them to restart the transaction from the beginning.

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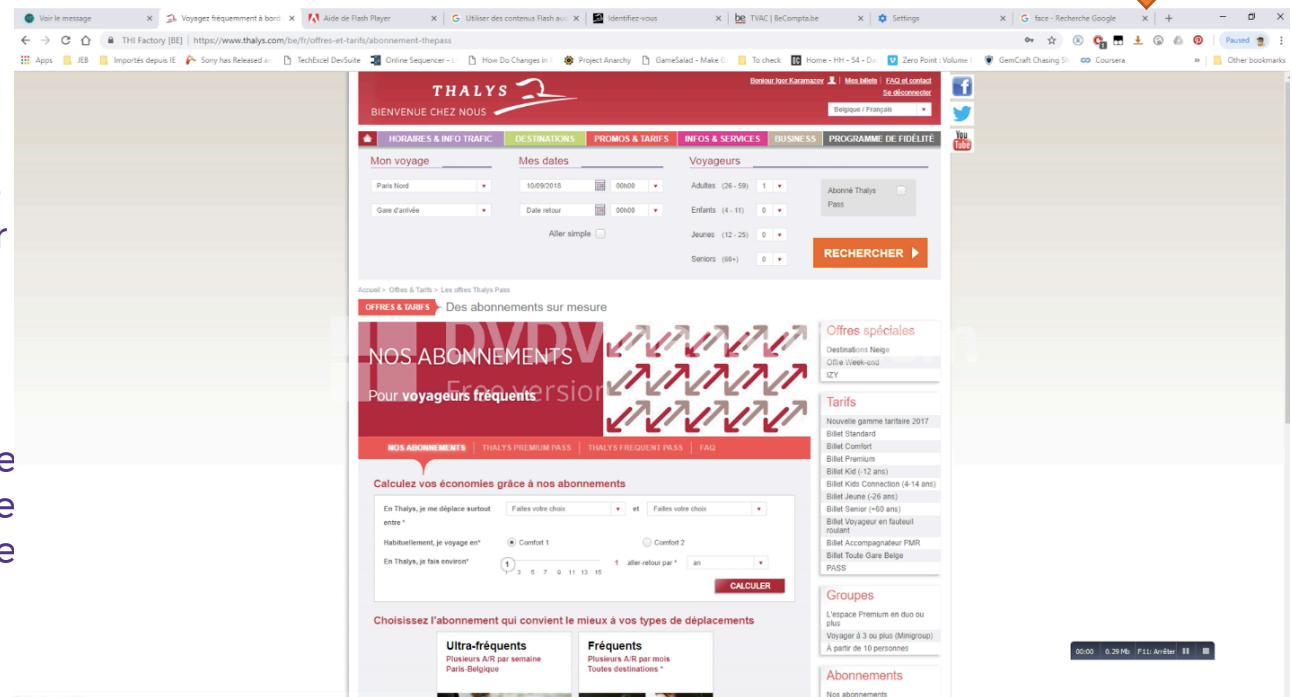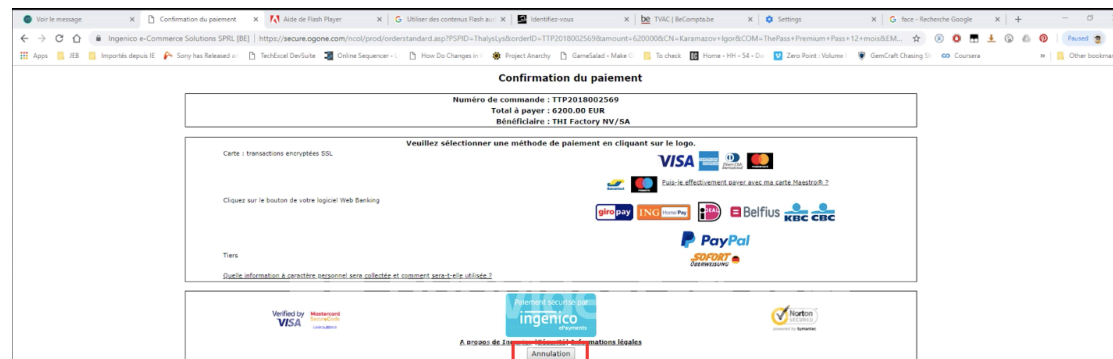
The Results

Concrete Example

BLOCKER

When creating a new account, Thalys requires users to confirm their email address by clicking on a link in an email sent by Thalys.

However, the link sent to the tester was inactive preventing the verification of the account.

Bugs like this have the potential to frustrate customers and hurt Thalys' brand image.
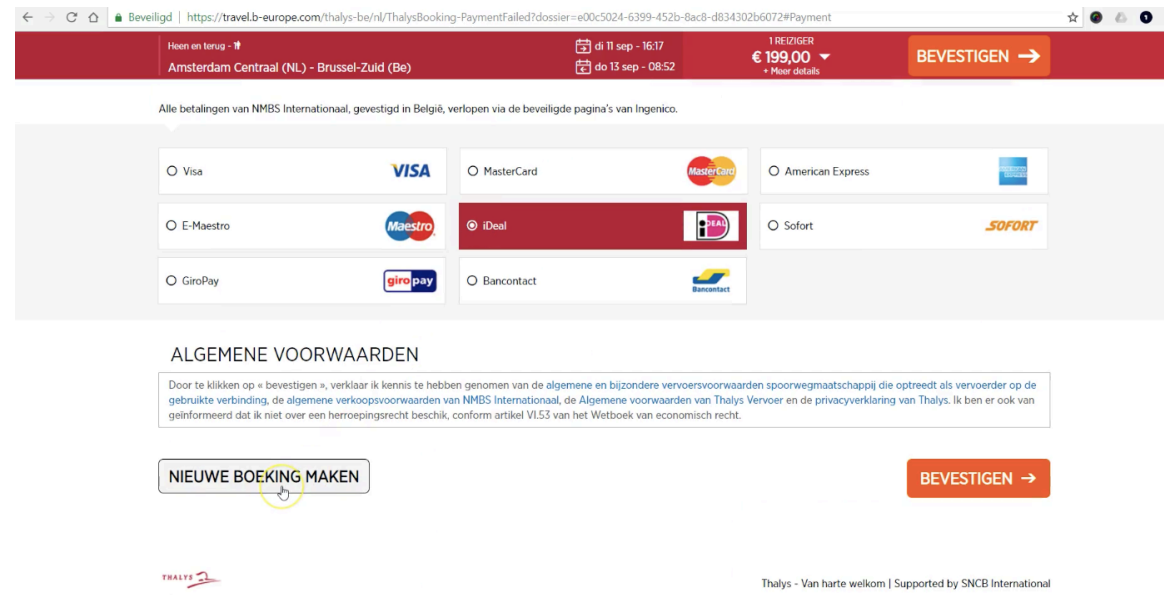
The Results

Concerte Example

MAJOR

From the payment page, the tester was unable to return to any of the previous pages without canceling and restarting the entire transaction.

For customers aiming to modify their order, this type of bug could convince them to ultimately abandon the transaction.

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Team

Our team is comprised of **90** people.

Progression

We developed a formidable company with **200** active clients and a yearly revenue of over **$4.5M**.

Configurations

We have access to more than **3,000** configurations (device/OS/browser).

Learn More

StarDust CTG is the leader in testing and digital solution validation (mobile applications, web sites, emailing/newsletters, IoT's...) and supports companies in their digital transformation and their quality process.

Click here to ask for a demo

Or contact us

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