

# Testing of schools' educational resources

## The challenge

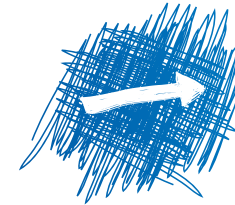
Epicentre's relationship with Nelson Thornes has been nurtured over a period of years; one initial job developed into an ongoing flow of work which today constitutes a very significant proportion of Epicentre's external revenue.

The work we do for Nelson Thornes consists of thorough functionality, cross-compatibility and third party compatibility tests, as well as various types of networking (including RM CC3 network tests, which sometimes involve follow-up support). Perhaps the most challenging aspect of this work is that the testing briefs vary considerably from project to project.

## The solution

Epicentre provides NT with a wide range of resources – from hundreds of different OS and browser combinations to RM network testing.

Due to limited technical resources, Nelson Thornes' staff have sometimes had trouble replicating issues raised by Epicentre. In response, Epicentre thoroughly investigates any queries and provides comprehensive details of any issues so that Nelson Thornes has all the information available. Furthermore, because Nelson Thornes and the developer Digital Spirit do not have access to an RM network, Epicentre supplies a follow-up service to answer



customer queries and give specific network instructions to the network administrators.

The foundations of the service that Epicentre provides Nelson Thornes are thoroughness and adaptability. Because no two of their products are ever the same, Nelson Thornes appreciates Epicentre having both the facilities to adapt quickly to changing testing requirements and the professionalism to produce clear and complete sets of testing results.

## The outcome

*"Nelson Thornes have built a close, successful working relationship with Epicentre. Epicentre's experienced and dedicated team continue to provide thorough, high quality testing for our electronic blended learning resources."*

Daniel Scales, E-Learning Producer, Nelson Thornes

Nelson Thornes continues to supply Epicentre with a steady and substantial source of work.

## CASE STUDY: Testing of schools' educational resources



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