

aws marketplace

BrowserStack

Reviews, tips, and advice from real users



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Product Recap



BrowserStack

BrowserStack Recap

BrowserStack is a cloud-based cross-browser testing tool that enables developers to test their websites across various browsers on different operating systems and mobile devices, without requiring users to install virtual machines, devices or emulators.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“The device farm is one of the positive impacts we have seen from using BrowserStack.”



Caleb Ru

Test Software Development Engineer at uShip, Inc.



“The product's initial setup phase was not very difficult.”



ANand Kale

Sr Practice Lead - Business and Experience Transformation at Peristent Systems



“It is a scalable solution.”



Jagriti Singh

Principal Test Engineer at Aurionpro Solutions Ltd.

- ✓ “I've worked on testing integrations with BrowserStack, particularly with a platform called IT. This involves testing the registration process, including receiving verification codes on devices and phones. BrowserStack has been excellent for testing these integrations, providing a seamless workflow development experience.”



Ofeli Avetisyan

Manual QA Engineer at Tidepool labs Europe

- ✓ “The most valuable feature is the variety the solution offers around the different types of devices, especially mobile devices.”



Rodrigo Gómez Sanz

Senior SQA at Inetum

- ✓ “We like the model device factory for iOS and Android devices.”



Anastasiia Demenkova

Principal AQA Lead at a computer software company with 1,001-5,000 employees

- ✓ “The integration is very good.”



Babu Gari

Technical Lead

What users had to say about valuable features:

“The most valuable feature is that it provides parallel and cross-browser testing. It enables us to run tests on multiple browsers or devices simultaneously. Geolocation and globalization testing are valuable as well..”

Verified user

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Sr QA Manager at a tech services company with 51-200 employees

“For BrowserStack, it's helpful for me to test on different devices. Currently, that's the only tool that we use for testing on different devices. I don't have other devices. I only have one Android and one iOS. Other aspect ratios of different devices couldn't be tested on only two devices. That's the main purpose right now for BrowserStack..”

Aeron Gonzales

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Quality Assurance Analyst at a tech services company with 51-200 employees

“We like the model device factory for iOS and Android devices. For example, Samsung mobile phones. Usually, you have to have a wide range of EL devices which is expensive for almost all applications in the hybrid model. Hybrid model applications mostly have problems with the latest devices and versions of operating systems. So, BrowserStack is ahead of the competition in regard to integration with the latest operating systems on mobile devices..”

Anastasiia Demenkova

Principal AQA Lead at a computer software company with 1,001-5,000 employees

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“The integration is very good. Support is very helpful. They'll even let you extend your test license. It has been issue-free throughout the POC phase.

Access has been very seamless. You can access it from all kinds of devices.

It offers very good performance.

The stability is excellent.

It's stable.

The solution isn't too costly..”

Babu Gari

Technical Lead

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“The main core concept behind this product is, it takes the overhead of maintaining all of your devices or particular computers. It continuously adds the latest devices that are coming into the market.

You are able to can record all of your executions session. It's easy to keep track of what you have executed. The screenshots are available. There are a lot of unique features. For example, when you want to configure the bandwidth of your internet, or if you want to test something with the low bandwidth of your internet, such as how your features are working in the low band to allow configuration of your VPN. Some websites only can be accessed from the UK and if you want to mimic the scenario where the person from the UK is accessing the site, you can do that. Geographical mimicking is also available..”

Gauravkumar Bipinkumar Soni

Automation Test Analyst at a tech services company with 201-500 employees

[Read full review](#) 

“Some of the best features with BrowserStack include the ability to inspect network traffic, and the device farm is nice. They offer using two devices at once, but it's a tier that we don't pay for.

“Cross-browser compatibility testing is important for my organization and I think it's essential for all organizations since they don't necessarily control the platforms that their clients access their services from.

“BrowserStack's wide array of real devices and browsers has helped us address the need for devices, but we don't use them for web testing. I have used BrowserStack for live interactive testing, and it has helped identify and resolve errors during development processes.

“It gives me access to devices that I don't have to purchase, which is nice. Being able to manually use a real device, or alleged real device, becomes important because there's a huge difference between testing on a simulator, emulator, and testing on real devices due to how apps get packaged and how things get moved around during the packaging.

“I don't really test the feature that simulates various network conditions too much, but it has definitely come in handy. I generally would use something more a proxy, such as Charles, if I'm doing something that. I have the ability to manually do that on the devices that I have locally, so I wouldn't really do latency tests with connectivity speeds across the wide array of devices that they have.

“They have an API, which is super helpful, and it is integrated into our pipeline, which helps because that's where our automated tests run. The device farm is one of the positive impacts we have seen from using BrowserStack. We get to run our automation against their full suite of devices, which alleviates the uplift of manual testing. This speeds up regressions, which speeds up our deployment process, allowing us to get updates to customers faster..”

Caleb Ru

Test Software Development Engineer at uShip, Inc.

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Other Solutions Considered

“We have evaluated Sauce Labs and the devices run faster but we most likely will still stick with BrowserStack. We are looking at moving to a different platform..”

Vitaly Ivanov

Qa lead at a marketing services firm with 201-500 employees

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“We have not actually done it yet but we are going to be working in a situation where a client already has Perfecto and we will be using that for testing for a product. It will be a great opportunity to check into the product differences. .”

KenBailey

QA Engineer at Projekt202

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Earlier, my company used to use Keynote Device Anywhere and OpenDev. My company moved from our previous products to BrowserStack since a lot of people use it. My company also found BrowserStack to have a lot of advantages over our previous tools.

ANand Kale

Sr Practice Lead - Business and Experience Transformation at Peristent Systems

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“I had previous experience with Perfecto. Perfecto is very slow and not that fast compared to BrowserStack. It was hard to log on, and I wasn't getting any help from support. There also wasn't proper integration. When we reached out to BrowserStack, they were great. They even extended the license for us. Everything was looking good, so we decided on this product..”

Babu Gari

Technical Lead

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“Though I knew about some other products in the market, I chose BrowserStack since I wanted it for device testing.

My company was working with Push Notifications, and we tested it on multiple devices. My company works with BrowserStack since it provides accessibility and helps the area of load testing to see the responses to a load from our end to check whether it is visible in that particular second or not..”

Jagriti Singh

Principal Test Engineer at Aurionpro Solutions Ltd.

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“We have previously used Blisk, which is a similar solution to BrowserStack. It's a simulator for different devices you might have.

Blisk had a limited amount of devices to use. It is a simulator, it is difficult to perform tests with it. It is not a virtual system causing it to have limitations. You can have your application in different sizes and in different devices. The size of the UI will be changed according to the device, not any configuration.

When I am using BrowserStack in the VA systems and if I selected an Apple device the code and configuration will be that of an Apple device..”

Gauravkumar Bipinkumar Soni

Automation Test Analyst at a tech services company with 201-500 employees

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ROI

Real user quotes about their ROI:

“There is some return on investment because it saves us time during regressions and allows developers to access real devices without having to purchase them. However, I don't think the cost point and how much devices cost versus what we get out of BrowserStack is necessarily equal. I think its biggest benefit is how it integrates with our CI/CD, not necessarily giving access to developers for test devices.

“I have recently pushed to allow our operations team to get access so when they talk to customers, they're able to access devices and try to recreate the scenario they're experiencing. This is beneficial, but I believe LambdaTest also offers similar features like App Live and App Automate.

“Regarding time savings during regression, that's a tough question. It really depends on the regression. For instance, if 80% of the functionality is tested via automation, then I only have to do 20% manual testing. If a full regression takes a week, I only have to do 20% of that due to the automated tests. However, I still need to go manually verify when conducting a full regression because buttons can exist but still look really weird. It's not simple to do visual testing in line with functional testing, so I lose that benefit; hence, I must manually verify all the pages and navigation..”

Caleb Ru

Test Software Development Engineer at uShip, Inc.

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Use Case

“Our clients provide us with the BrowserStack license to perform tests on certain devices. We perform mobile app testing on different devices since it is not possible for everyone to have all of the devices on hand. .”

Verified user

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Sr QA Manager at a tech services company with 51-200 employees

I use the solution in my company for business transformation, specifically for IT business transformation projects where a customer wants to transfer their legacy applications to the cloud and modernize them using mobile apps. My company takes enterprise-level applications to the cloud.

ANand Kale


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Sr Practice Lead - Business and Experience Transformation at Peristent Systems

“Our primary use case for the solution is working on web applications, and there are also mobile, Android and IOS in BrowserStack. So, we have it in different languages and execute the parallel execution and migration. So, when executing more than 500 cases for the regularization pack, we get high success ratings for internal use..”

SarathKumar

Senior Test Engineer at Kaara

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“For my project, we utilize a VPN and BrowserStack for testing. This allows me to test our website across various browsers and platforms, including different versions of iOS, Android, and web browsers. It ensures that our website functions correctly across different environments and devices.

.”

Ofeli Avetisyan

Manual QA Engineer at Tidepool labs Europe

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“This has been a short-term project. We're still testing it out. We're doing functional and integration testing.

Right now, the scope is not there for the screen orientation, and we're not testing that right now. We're looking at speed and compatibility issues with different versions. We're able to find some of the UI issues and installation issues. We are able to capture admin app issues and UI issues..”

Babu Gari

Technical Lead

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“BrowserStack is used for mobile testing.

“I work in web technology for logistics with BrowserStack.

“The environment I work in with BrowserStack is enterprise level..”

Caleb Ru

Test Software Development Engineer at uShip, Inc.

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“The initial setup is easy, and we just need to log into BrowserStack and use a link that acts like a real browser or device. I rate it an eight out of ten..”

Verified user[Read full review](#) 

Senior Software Engineer at a outsourcing company with 10,001+ employees

“I would rate the initial setup of BrowserStack as an 8 out of 10, indicating that it's relatively easy to set up. The deployment process typically takes around one to two hours, although I'm not directly involved in the deployment steps..”

Ofeli Avetisyan[Read full review](#) 

Manual QA Engineer at Tidepool labs Europe

“BrowserStack is very easy to set up and use. I would rate the easiness of the setup a nine out of ten. The deployment only takes a few minutes and it is done by our client, not our company..”

Verified user

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Sr QA Manager at a tech services company with 51-200 employees

“The initial setup is straightforward and we do not require any configuration at the beginning. The deployment took one day. We only need to upload the solution and select the devices..”

Rodrigo Gómez Sanz

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Senior SQA at Inetum

“The initial setup is very simple and straightforward. They have good instructions. You basically just enter your AppleID and log in, and it is very easy. The process is not complicated. You don't really need to deploy anything..”

Babu Gari

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Technical Lead

“The initial setup with BrowserStack is actually pretty straightforward. We use WDIO, which you can integrate the capabilities directly into your WDIO configuration file. We wrote some bespoke code that does some checking of BrowserStack threads and stuff that they open up via their CLIs, so it's pretty simple to integrate. I'm going to be exploring how these other services compare in terms of integration..”

Caleb Ru

Test Software Development Engineer at uShip, Inc.

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Customer Service and Support

“So far when I have had an issue, I have been able to go into BrowserStack's online documentation resource and find the answers pretty clearly. Because of that, I have not had to contact tech support. I think their knowledge base is pretty extensive. .”

KenBailey

QA Engineer at Projekt202

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“Initially, when we were configuring the automation, we had some issues that we had to contact the technical team. The communication was through email. They do not have a large team of support agents and it would appear that they are still establishing their team..”

Gauravkumar Bipinkumar Soni

Automation Test Analyst at a tech services company with 201-500 employees

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“We have had a good experience with customer service and support. The study is minimal, and when we have issues like a parallel solution failing, we reach out to the support team, and within two days, they respond to us. Additionally, they can connect the demos and solve them and teach us how to use BrowserStack for our web or mobile applications. I rate the customer service and support team an eight out of ten..”

SarathKumar

Senior Test Engineer at Kaara

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“I have contacted technical support two or three times. They are good but I don't understand the hierarchy. They initially answer with some documentation and then they escalate it. There should be the option to schedule a call with them because people can't always find the solution through the documentation. I would like for them to have direct calls with their clients. .”

Shekhar Kapil

Team Lead at Nagarro


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“My company connected with the technical staff of the product when we were having issues connecting and uploading IPF files for Apple devices; after having a conversation with the support staff of BrowserStack, our company's issues related to the product resolved since we only needed some licenses from iOS. After the issues were resolved by the support team, my company was good to go with the product. The technical support team is very good since they immediately respond and resolve our company's issues.

I rate the support team a nine out of ten..”

Jagriti Singh

Principal Test Engineer at Aurionpro Solutions Ltd.

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Other Advice

“My advice to people who are considering using BrowserStack is that it is a very good and useful tool. I would recommend it. Overall, I would rate it an eight of out ten..”

Verified user

Sr QA Manager at a tech services company with 51-200 employees

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“I rate the solution a nine out of ten. The solution is good but can be improved by including local testing. I recommend that users consider implementing the solution because of its compatibility testing and nice concept..”

Verified user

Senior Software Engineer at a outsourcing company with 10,001+ employees

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“I rate the solution a seven out of ten. The solution is good but is not fully developed and can be improved by enhancing its network connections to avoid network issues. I recommend the solution to users considering it and advise them to understand their use case first and how to utilize the solution..”

SarathKumar

Senior Test Engineer at Kaara

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“Everyone has their own analysis. I advise them to analyze whether it's a good tool for their requirements before deploying it.

Overall, I would rate the solution a seven out of ten because it's difficult to replicate the way we experience BrowserStack on the spot on our virtual device. But because of its growing functionalities and features, we can't shift to multiple devices, so we have to go for BrowserStack..”

Sheiza Irfan

Quality assurance at SHEIZA CONSULTANCY

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“I integrated BrowserStack into our company's web and application test workflows because it has plugins that work with browsers and applications, allowing for cross-browser testing.

BrowserStack was really helpful for cross-browser testing in areas involving mobiles, web applications, or tablets. The tool can help with the testing across all applications.

I have not experienced any time-saving feature from the use of the tool.

My company uses the product for real-device testing since it has a bunch of devices in our library. My company has a repository where we do manual testing.

BrowserStack improved the quality of our company's applications.

Improvements I have seen with the testing part revolve around the fact that it is able to do testing at a fast pace. The quality of the product is better since it can go through all the parts of the applications, meaning it can provide high test coverage. The tool is also good in the area of automation. The test coverage is higher, and the time taken during the testing phase is less due to automation.

I have not used the product's integration capabilities since my company doesn't have the option to look at other QA testing tools like Selenium, which can be used for the automation capabilities provided.

The product should offer more support for cross-browser testing, device testing, and testing across multiple devices.

I rate the tool an eight out of ten..”

ANand Kale

Sr Practice Lead - Business and Experience Transformation at Peristent Systems

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“I integrate BrowserStack into web or app testing workflows. My company uses an IPF file or APK file, which we use to install applications on the devices in BrowserStack, after which we do the load testing.

The product helps with cross-browser testing since our company's applications are open source, so we use a link to open such applications on different devices.

My company has also used the product for version testing to see which Android versions support our company's applications. The product has made accessibility easy for my company.

BrowserStack helped improve the quality of our company's applications, especially

in the areas of accessibility and resolutions. For UI purposes, it is very good. UI and version support are important since some of the features are not supported on lower versions of the Android application. Some of my company's applications are not supported in a higher version of Android application. The aforementioned issues were resolved on different device systems with the help of BrowserStack.

The real device testing and simulation offered by the product work, but I have seen a small difference between the responses I received from both. With the product, my company gets instant messages or instant installation of applications along with procedures on a real device, but the simulation takes some seconds more or extra time than the area of real device testing.

The tool does improve the quality of our company's products since we have checked it on different devices and resolutions, after which we have seen that we have improved in many areas, including our actual applications. In general, the product does improve the devices.

BrowserStack has a feature that allows the automation of uploading and downloading HAR files, but I have never used it.

I rate the overall tool an eight out of ten..”

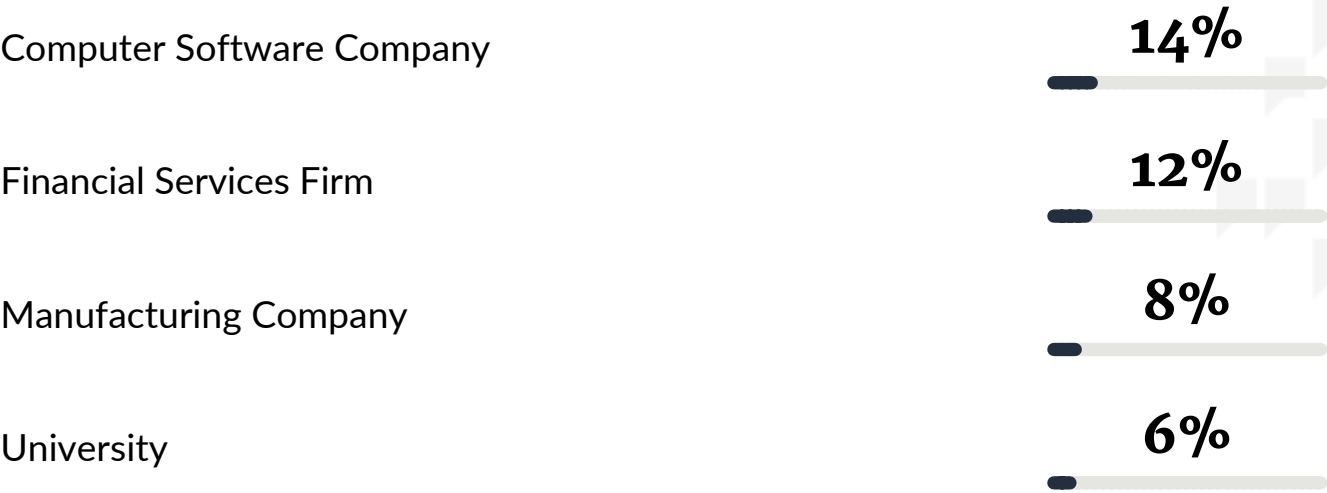
Jagriti Singh

Principal Test Engineer at Aurionpro Solutions Ltd.

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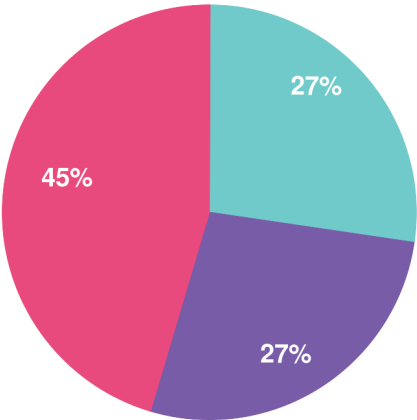
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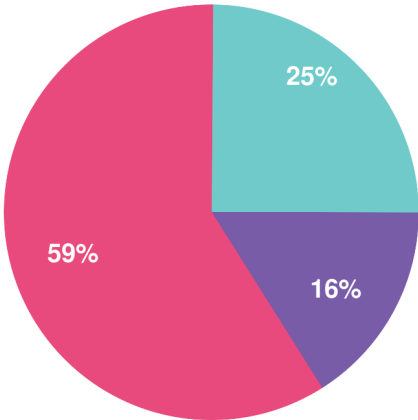


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsized Enterprise Small Business

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