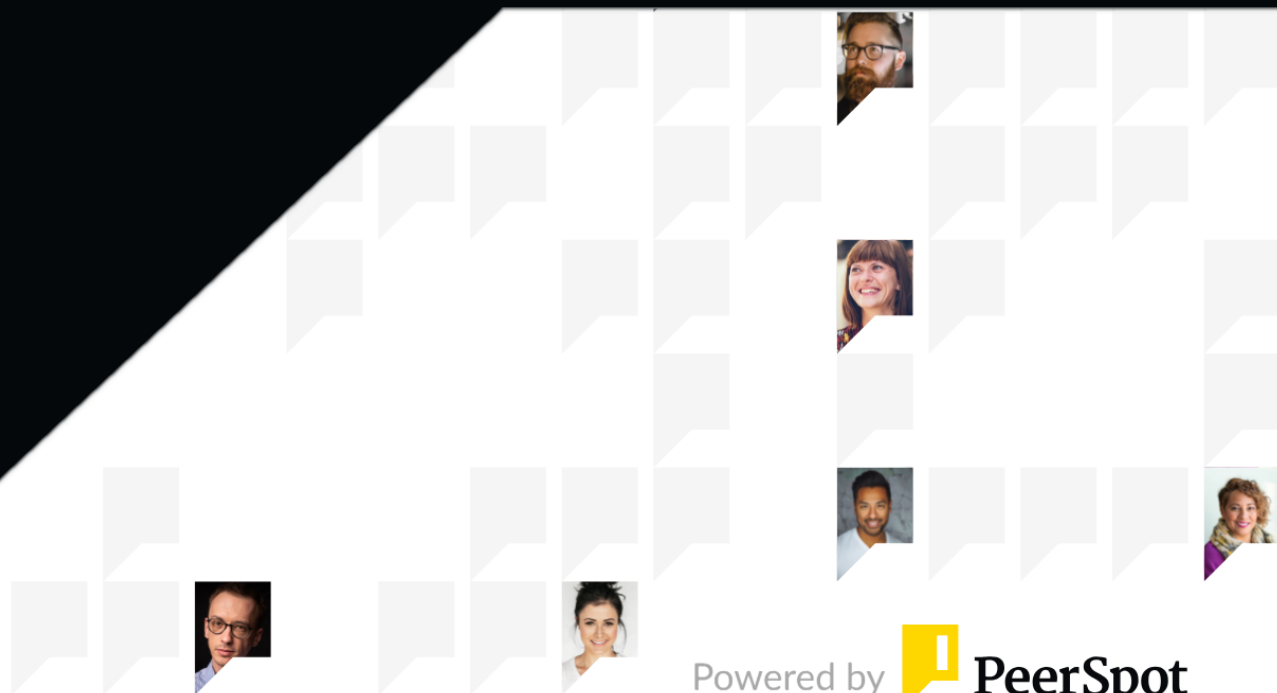


aws marketplace

BrowserStack

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

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Product Recap



BrowserStack

BrowserStack Recap

BrowserStack offers a cloud-based testing solution that facilitates comprehensive cross-platform testing for web and mobile apps, allowing efficient testing across devices, browsers, and operating systems without the need for physical hardware.

It provides integration with project management tools and enables parallel and cross-browser testing, enhancing collaboration with an intuitive interface. Support for real devices offers better insight compared to simulators and helps in reducing manual efforts through automation capabilities. Companies benefit from BrowserStack's vast device range that ensures efficient testing and improved quality at a reduced cost.

What are BrowserStack's key features?

- **Device Diversity:** Access a broad range of real devices for testing.
- **Integration:** Seamlessly integrates with project management tools.
- **Parallel Testing:** Enables parallel execution to improve efficiency.
- **Automation:** Supports automated testing to reduce manual workload.

What benefits should users consider?

- **Cost Efficiency:** Reduces expenses by eliminating the need for physical devices.
- **Improved Testing Quality:** Ensures high quality through real device insights.
- **Enhanced Collaboration:** Streamlined interface for better team cooperation.
- **Time Savings:** Faster testing with parallel execution capabilities.

In industries like software development and IT services, BrowserStack aids businesses in testing compatibility, performance, and responsiveness across platforms, addressing issues like UI challenges and ensuring legacy application support on older systems. Companies utilize it to refine app quality, using tools such as Selenium and APM for comprehensive test automation.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “BrowserStack has positively impacted my organization by providing an out-of-the-box solution for whole test executions across different projects for our automobile customers.”



Rishoo Mittal

Managing Technical Consultant at a tech vendor with 10,001+ employees

- ✓ “BrowserStack has positively impacted my organization primarily through time savings because it is very easy to use and replicates physical devices for testing, which is crucial since we usually do not have physical devices.”



Nirav Patel

Senior QA Engineer at a tech vendor with 1,001-5,000 employees

- ✓ “BrowserStack has positively impacted my organization by saving money that would be spent on buying new devices.”



Oleksandr Melnyk

Senior Software Engineer at EPAM Systems

- ✓ “BrowserStack has positively impacted my organization by ensuring that we don't have any surprises, especially on smaller devices.”



Suleyman Suleyman

QA Automation Lead at Mashvisor

- ✓ “BrowserStack has positively impacted our organization by improving collaboration and showing quality improvements in releases, with the number of defects leaking into production significantly reduced.”



Verified user

Quality Engineering Lead at a logistics company with 51-200 employees

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



Caleb Ru

Test Software Development Engineer at uShip, Inc.

- ✓ “BrowserStack positively impacts my organization by saving time in the QA testing process and clarifying the mission, which is important.”



Girraj Godiya

DevOps Engineer at a tech services company with 51-200 employees

What users had to say about valuable features:

“BrowserStack positively impacts my organization by saving time in the QA testing process and clarifying the mission, which is important.

I don't have exact numbers, but it's clear that when someone new joins my team, handing over a Jira ticket with video recordings and screenshots significantly clarifies the mission and saves a lot of time for the new developer or a product manager wanting to review the overall functionalities of our web application..”

Girraj Godiya

DevOps Engineer at a tech services company with 51-200 employees

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“BrowserStack offers many devices with different platforms. For example, if there is an available beta version for Android or iOS, you already have access to such platforms, and you can verify how it will work for future releases.

“I use the feature of testing on beta versions in my workflow all the time, checking how the application works on the pre-release build, and our QA people also verify and perform regression testing using the pre-release build on specific devices through BrowserStack.

“BrowserStack has positively impacted my organization by saving money that would be spent on buying new devices. For instance, if there are many developers in the company, buying each new device costs more than subscribing to BrowserStack where you get access to many devices..”

Oleksandr Melnyk

Senior Software Engineer at EPAM Systems

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“The best features that BrowserStack offers include the fact that, unlike Sauce Labs which I used previously and had some non-real devices, BrowserStack allows us to test on real devices, and you can see all the devices are real as you do your testing.

“Using real devices on BrowserStack makes a difference for my testing compared to emulators or simulators because with emulators, sometimes it is not the real case, but I am sure of how the web element or my hook is going to work on a real device in BrowserStack.

“BrowserStack has positively impacted my organization by ensuring that we don't have any surprises, especially on smaller devices. I test the UI elements first in BrowserStack, and most web applications are created by using big screen sizes, but in real life, most people are using smaller screens, so we need to be sure that everything in our application works as expected on smaller screens as well..”

Suleyman Suleyman

QA Automation Lead at Mashvisor

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“The best features that BrowserStack offers include the ability to run manual and automated tests on real devices. We can create bugs, integrate it with other platforms like Jira or Azure, and use self-healing scripts with Selenium. We also have the test runs for different versions or with different frameworks, not just Selenium but with Playwright as well. Additionally, there are real-time dashboards and notifications sent when tests fail or when we need screenshots or recordings of test executions, and we can easily integrate this into our pipelines.

“BrowserStack has positively impacted my organization by providing an out-of-the-box solution for whole test executions across different projects for our automobile customers. We have worked on around twenty to thirty projects, and the need for a stable, customizable single test execution platform that supports different platforms has been met. It has helped manage the entire quality assurance of the product efficiently.

“The measurable improvements due to BrowserStack include a significant efficiency gain, allowing the whole team to collaborate on testing and communicate faster. Also, the easier integration with project management tools has been beneficial. The documentation of findings has improved, which helps us share insights with different project stakeholders..”

Rishoo Mittal

Managing Technical Consultant at a tech vendor with 10,001+ employees

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“The best features BrowserStack offers for us include App Live, which has really helped us; the quick availability of real-time devices as soon as new ones are launched, such as when iPhone 17 was released; integration with project management tools including Jira and Slack, which is very handy; and access to network logs, something we have made good use of.

“From a productivity standpoint, the integration with the wider ecosystem of project management tools has the biggest impact for us, specifically with Jira and Slack, as it helps us log tickets and bugs directly, providing evidence for the tickets we are logging. This was much slower before, especially when dealing with flaky applications or newly live releases that have numerous problems. The integration helps us quickly log bugs using the evidence provided by BrowserStack.

“BrowserStack has positively impacted our organization by improving collaboration and showing quality improvements in releases, with the number of defects leaking into production significantly reduced.

“We track two metrics: the number of bugs leaking to production per application and the number of customer support issues reported. We have seen a reduction of close to 20 to 25% in defects compared to past releases. When we started using BrowserStack, release four had about 150 bugs reported compared to 200 in release three. Incidents reported by end customers have also seen a reduction..”

Verified user

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Quality Engineering Lead at a logistics company with 51-200 employees

“BrowserStack helps me handle challenges with device fragmentation or OS updates in my workflow through installation and uninstallation features. Whenever new updates come from Okta, we just update that. Additionally, when the application crashes or devices crash, BrowserStack provides multi-device testing; I just have to paste the URL in different devices, start different sessions, and it will be handled, allowing us to test everything simultaneously, which is really useful. The OS updates are automatically managed from Okta, so these things are well-handled.

In my day-to-day work, we generally do manual testing with BrowserStack, checking all UI components for responsiveness. The main purpose is to verify the responsiveness of our application, which includes checking the UI, mainly the fonts, alignment, margins, and all aspects to see how the content looks on different devices and how it fits within various screen sizes.

The best features that BrowserStack offers include both manual and automation testing; live devices reduce our real device availability. For automation, we utilize the Bellatrix framework integrated with BrowserStack, allowing it to run automatically on BrowserStack Android devices. I am mostly impressed with the automation because when I run everything, they provide logs and screenshots for each and every step, which is very helpful.

We are also using the AWS pipeline for generating reports on the automation side, where we set up AWS to easily get reports from BrowserStack and share them with all stakeholders automatically.

BrowserStack has positively impacted my organization primarily through time savings because it is very easy to use and replicates physical devices for testing, which is crucial since we usually do not have physical devices. This saves us time, and when we test the application's UI and UX, it helps identify more bugs with different devices and sizes, improving the overall quality of the software..”

Nirav Patel

Senior QA Engineer at a tech vendor with 1,001-5,000 employees

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Other Solutions Considered

“Before choosing BrowserStack, I evaluated another platform called Device Anywhere and also one more service, but I cannot recall the name of that service..”

Oleksandr Melnyk

Senior Software Engineer at EPAM Systems

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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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“Before choosing BrowserStack, I evaluated alternatives including Selenium Grid, Selenium Box, Copado, and LambdaTest, and ultimately found BrowserStack to be superior to all these options..”

Rishoo Mittal

Managing Technical Consultant at a tech vendor with 10,001+ employees

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“I wasn't using any other solution related to BrowserStack as it was the first tool I used for automating browser and mobile testing.

Before choosing BrowserStack, I did not evaluate other options. I had been using Selenium for a long time and came across BrowserStack, saw some functionalities, and decided to use it directly..”

Girraj Godiya

DevOps Engineer at a tech services company with 51-200 employees

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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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ROI

Real user quotes about their ROI:

“While I don't have precise metrics, I can say that with our QA team of five members, we were able to record functional tests much faster, accomplishing what sometimes took five days within one to two days, effectively reducing our time by around fifty percent for recording manual test cases..”

Girraj Godiya

DevOps Engineer at a tech services company with 51-200 employees

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“We have definitely seen a return on investment with BrowserStack, particularly in tracking the value realized per automated test case and time savings in testing apps across multiple clouds, browsers, and operating systems, leading to money savings since we previously had many resources engaged in that..”

Verified user

Quality Engineering Lead at a logistics company with 51-200 employees

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“I have seen fewer bug reports since using BrowserStack because I have created the bug reports by using it. We use Jira for bug reporting, and I am using it very quickly, testing first the UI part and the design to see if it fits every screen size, and also using different devices such as Windows, Android, and iOS. If I don't find anything, I give it a go and we release the product..”

Suleyman Suleyman

QA Automation Lead at Mashvisor

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“I have seen a return on investment with significant time savings. For instance, pipeline executions that used to take eight hours have been reduced to one hour, enhancing continuous deployment and providing quicker feedback cycles. This has proven vital for various projects needing parallel executions, making our deployment much faster and more reliable. Some measurable KPIs included the number of tests executed in parallel in one hour, the reduction of bugs, and managing hotfixes, which has decreased due to efficient testing and execution..”

Rishoo Mittal

Managing Technical Consultant at a tech vendor with 10,001+ employees

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“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

“My main use case for BrowserStack involves working on campaign testing for a healthcare product, where the application supports both Android and iOS devices for responsiveness and also supports the iPad device. We generally test three devices: for Android, we consider the Samsung S23, for iPhone, we choose iPhone 12, and for the iPad, we test on the latest iPad available on BrowserStack with both landscape and portrait views..”

Nirav Patel

Senior QA Engineer at a tech vendor with 1,001-5,000 employees

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“The main use case for me using BrowserStack, which I have been doing for four years, is mostly around testing solutions supported for older devices and operating systems, such as iPhone 8 or iOS 12, especially for applications used by customers who do not have the most recent devices in the market and are still using Internet Explorer or earlier versions of Edge. This helps provide us devices and browsers for those legacy solutions.

“When using BrowserStack for those legacy devices and browsers, the process typically involves using it for both manual and automation testing, allowing us to utilize APM as well as Selenium in both ways..”

Verified user

Quality Engineering Lead at a logistics company with 51-200 employees

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“My main use case for BrowserStack is to test things on real devices, hosted real devices and also to run automated tests on these devices to support multi-platforms, multiple different browsers, different platforms, and different devices. That is the use case we have to run tests.

“A quick specific example of using BrowserStack for this kind of testing is when a big automobile company had a configurator for their vehicles, and we were using BrowserStack to test that the configuration of these vehicles can be done by customers on smaller mobile devices, iPads, or different laptops and platforms which the user uses. We also have the dashboards of the tests that were run on these devices..”

Rishoo Mittal

Managing Technical Consultant at a tech vendor with 10,001+ employees

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“My main use case for BrowserStack is to verify or develop features and then verify how they will work on different platforms, specifically iOS and Android, including versions 14, 13, and Android 16, with different screen resolutions.

“For example, I run the application on a device in BrowserStack, then open the log files to verify if crashes will occur, so I understand how the application or my feature performs well on specific devices.

“For instance, if I fix issues and need to verify, or if I receive a specific issue from customers, I try to install the application on the same device with a similar iOS version and attempt to replicate the issue..”

Oleksandr Melnyk

Senior Software Engineer at EPAM Systems

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“My main use case for BrowserStack is testing different browsers and different devices such as Android, iOS, tablet, and phone, as well as Firefox and Chromium devices.

“A specific example of how I use BrowserStack in my day-to-day work is whenever we create a new landing page in any of our projects. Currently, we have an agreement with an insurance company called Acris, so I use BrowserStack to test the UI elements first to see if they are appropriate for all device sizes, starting from the big screens down to the smaller screens, then the phones and tablets. After that, I start working on whether these UI elements are functioning correctly, and after the design testing is finished, I start working on the functional part.

“BrowserStack provides an opportunity for testers to be able to test scenarios on a lot of different devices, which makes it valuable to use..”

Suleyman Suleyman

QA Automation Lead at Mashvisor

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“In the start of my career, I performed functional testing on mobile devices and web applications, and I used BrowserStack for testing web applications and mobile applications for one year.

My main use case for BrowserStack was cross-browser testing and integrating it with Selenium to test my functional test cases on web applications and mobile apps.

For example, in a test case to log in to a web application, using BrowserStack allowed me to identify local elements in my UI, making it very easy to automate those elements, considering the login tests for a basic web application. I recorded that test and integrated it with Selenium in my local environment to automate that overall test on both the web application and mobile application.

I mostly integrated Selenium with GitHub Actions, so whenever a new commit occurs, I can rerun all the tests I have written using BrowserStack on the Selenium framework in my IDE.

Most of my use cases involve manual plus automated testing, and BrowserStack provides real cloud devices, which is very useful when someone does not have a real device or mobile device. It allows us to test our web applications and mobile applications virtually, and the features for creating screenshots and videos are very beneficial for creating manual test cases. I can record those test cases in my browser and easily upload them to Jira for others to automate them or review them quickly.

The ability to record and share those screenshots and videos definitely makes the tickets and use cases clearer. For instance, in a scenario to log in to a web application and perform functional testing, I can take screenshots or record video, which simplifies report generation and saves time for both developers and QA..”

Girraj Godiya

DevOps Engineer at a tech services company with 51-200 employees

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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 process of getting started and managing licenses was straightforward. BrowserStack provided the number of parallel users we wanted, such as five or ten, along with the number of parallel executions possible. Their documentation also made it easy to set up..”

Rishoo Mittal

[Read full review](#) 

Managing Technical Consultant at a tech vendor 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

“I am not sure which cloud provider we use for BrowserStack because I did not do the setup, but in our company, we are using GCP servers, so most probably it could be Google Cloud..”

Suleyman Suleyman

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QA Automation Lead at Mashvisor

“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

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Test Software Development Engineer at uShip, Inc.

“Regarding pricing, setup costs, and licensing, I don't remember exact pricing, but due to the size of my organization, it was not a significant issue. The setup cost is not substantial, as subscribing directly through AWS Marketplace is quite seamless and licensing is also handled smoothly through AWS..”

Girraj Godiya

[Read full review](#) 

DevOps Engineer at a tech services company with 51-200 employees

Customer Service and Support

“BrowserStack customer support is excellent, with knowledgeable staff assisting throughout onboarding, setup, and understanding our needs to provide tailored solutions. I would rate the customer support an eight on a scale of one to ten..”

Rishoo Mittal

Managing Technical Consultant at a tech vendor with 10,001+ employees

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“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..”

Verified user

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

“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

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Senior Test Engineer at Kaara

“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

“I advise others looking into using BrowserStack to use it for cross-browser testing and multi-dimensional testing, and they can also use it for different devices because it is better than using emulators or simulators since these are real devices. My review rating for BrowserStack is seven out of ten..”

Suleyman Suleyman

QA Automation Lead at Mashvisor

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“My advice for others looking into using BrowserStack is to prefer it over physical device availability, as we mostly have two or three devices at most. BrowserStack offers numerous devices with different versions, allowing us to test our UI and perform responsive testing easily without manual setups on real devices and version updates.

I believe BrowserStack is a great tool that minimizes manual efforts, and I recommend it to everyone as it effectively addresses challenges associated with real devices. I would rate this product an eight out of ten..”

Nirav Patel

Senior QA Engineer at a tech vendor with 1,001-5,000 employees

[Read full review](#) 

“For anyone looking into using BrowserStack, I would advise that if you are a QA wanting to automate tests or record some tests, make reports or videos, or if you are a product manager providing QA with Jira tickets, BrowserStack is a solid

choice for your work.

Overall, BrowserStack is a great product that I have utilized a lot during my early years as a QA.

I think this interview format is very good, and I have no suggestions for change.

I would appreciate a short poem or haiku that summarizes my review. My review rating for this product is eight out of ten..”

Girraj Godiya

DevOps Engineer at a tech services company with 51-200 employees

[Read full review](#) 

“We have a local version of BrowserStack for direct access, and we also access BrowserStack from [AWS EC2](#) machines, providing us with both kinds of interactions available.

“My advice for others looking into using BrowserStack is to evaluate options, perform an ROI calculation beforehand, and identify the specific use cases BrowserStack excels at, as this will lead to a much higher ROI return for your organization rather than using it for everything, including manual testing. I would rate my overall experience with BrowserStack an 8 out of 10..”

Verified user

Quality Engineering Lead at a logistics company with 51-200 employees

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“As I mentioned before, some of our customers use specific devices with specific iOS versions, for example, iOS 16. Currently, I do not use this iOS 16, and if I need to

replicate an issue, I install the build on this iOS version and verify the issue.

“I do not know what device to suggest for others looking into using BrowserStack, but I think an iPhone 17 could be an option.

“I chose nine out of ten because, as I said, if BrowserStack could enable making FaceTime calls and sending virtual SMS or facilitating Apple Pay payments, that would make it a perfect ten for me. I gave this review a rating of nine out of ten..”

Oleksandr Melnyk

Senior Software Engineer at EPAM Systems

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“We also use AWS Code Pipelines to integrate BrowserStack, triggering Selenium tests with it and executing test cases in parallel. This was one of the most important features to execute tests faster, along with automatically saving screenshots, logs, and videos on an [S3](#) bucket for later use or analysis.

“For others considering using BrowserStack, I advise that if your project involves complexities requiring continuous deployments or if you have a large test team, BrowserStack is a good choice, especially if you face flakiness in tests. It is great for well-documented and communicated results.

“I give BrowserStack a rating of seven on a scale of one to ten. I rate it a seven because I have used it extensively for the last seven to eight years and see it as a good product. However, there are competitors in the market offering similar features, and BrowserStack needs to highlight more unique selling points. Although it has a good market share and stability, I believe there are improvements and features that could elevate it to a nine or ten..”

Rishoo Mittal

Managing Technical Consultant at a tech vendor with 10,001+ employees

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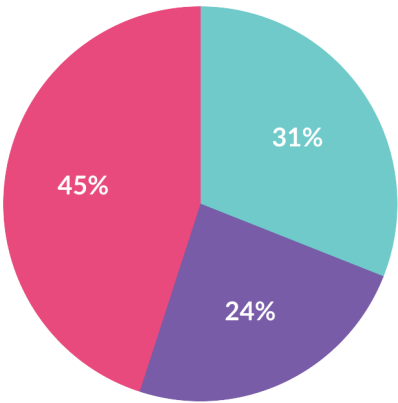
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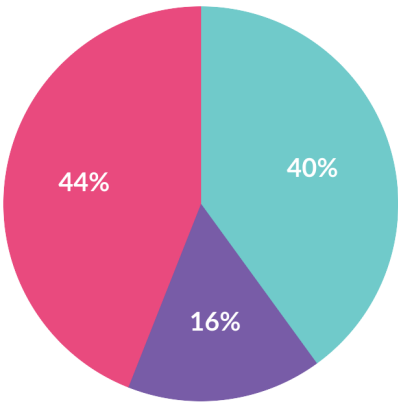


Company Size

by reviewers



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Large Enterprise Midsized Enterprise Small Business

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