



# Sauce Labs

## Review From A Customer



From IT Central Station, the leading review site for enterprise technology solutions.

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## Review by a Real User

Verified by IT Central Station



Test Engineer II at a tech services company  
with 201-500 employees

**it\_user661047**

### **WHAT IS MOST VALUABLE?**

I find that the multitude of browser and OS versions are very helpful for broadening testing scope.

### **HOW HAS IT HELPED MY ORGANIZATION?**

Helps us free up local environment space and has freed up time for more exploratory testing with QA engineers.

### **WHAT NEEDS IMPROVEMENT?**

I don't feel there are any real areas for improvement. As long as you follow best practices for programming automated tests and running them via Sauce Labs, then things tend to go smoothly.

### **FOR HOW LONG HAVE I USED THE SOLUTION?**

I have used it for one year.

### **WHAT WAS MY EXPERIENCE WITH DEPLOYMENT OF THE SOLUTION?**

There were no real issues with deployment that weren't easily solved by reviewing documentation or having another pair of fresh eyes on the issues.

### **WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?**

We encountered minor issues with stability from time to time but Sauce Labs continues to make improvements. Following best practices in our automated code also helps minimize stability issues.

### **WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?**

We haven't had any scalability issues so far. We have built a fairly scalable automated framework to handle expansion.



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### **HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?**

Customer Service: Customer service is 10/10. Sauce Labs is quick to help and easy to reach out to for information or troubleshooting. They even make an effort to keep in touch and reach out preemptively. Technical Support: Technical support is 10/10; plenty of resources to research before reaching out to tech support. As I've stated, Sauce Labs is very approachable and makes the effort to check in on you. I'm satisfied with the services that SauceLabs provides. For me personally, as someone just learning all about implementation and exploring the tool, I have no valid complaints about the service itself. Any blockers I come across are easily solved by reviewing documentation, contacting a representative, or sitting down with someone locally who is more familiar with SauceLabs to solve any issues.

### **WHICH SOLUTION DID I USE PREVIOUSLY AND WHY DID I SWITCH?**

We did not previously use another solution

### **HOW WAS THE INITIAL SETUP?**

Setup was straightforward because we had help from employees that had previous experience. Additionally, documentation was helpful and it is easy to reach out to a Sauce Labs representative for hands-on help.

### **WHAT ABOUT THE IMPLEMENTATION TEAM?**

We implemented through an in-house team.

### **WHAT WAS OUR ROI?**

Sauce Labs helps us free up local environments, free up time for more exploratory testing, and assists in getting releases certified and pushed to production.

### **WHAT'S MY EXPERIENCE WITH PRICING, SETUP COST, AND LICENSING?**

Try the free trial and work with a Sauce Labs representative to see what package works best for your application(s). They are definitely worth looking into and will most likely be the way to go.

### **WHICH OTHER SOLUTIONS DID I EVALUATE?**

Sauce Labs was implemented as a solution before I joined the company so I'm unaware of what other tools, if any, were evaluated.

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