

















# Software Testing Usability Index: Mid-Market

Usability scores for software testing are shown below. The chart highlights some of the factors which contribute to a product's overall Usability score. Ease of use, administration, and adoption data is shown in the table below.

	 Ease of Admin	 Ease of Use	 Meets Requirements	 Other Factors	Score
 <b>Salesforce Platform</b>					9.05
 <b>BrowserStack</b>					8.89
 <b>LambdaTest</b>					8.81
 <b>Tuskr</b>					8.81
 <b>QA Wolf</b>					8.69
 <b>Postman</b>					8.65
 <b>TestRail</b>					8.63
 <b>ACCELO</b>					8.49
 <b>Qase</b>					8.33
 <b>Sonar</b>					8.31
 <b>Katalon Platform</b>					8.29
 <b>Kualitee</b>					8.29

















(Software Testing Usability Index Mid-Market continues on next page)

\* Products are ordered by Index score. Products are ordered alphabetically if two or more products have the same Index score.

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# Software Testing Usability Index: Mid-Market (continued)

Usability scores for software testing are shown below. The chart highlights some of the factors which contribute to a product's overall Usability score. Ease of use, administration, and adoption data is shown in the table below.












	 Ease of Admin	 Ease of Use	 Meets Requirements	 Other Factors	Score
 Tricentis qTest					8.18
 Panaya Smart Testing and Change Intelligence					8.07
 Testlio					8.07
 Rainforest QA					8.01
 Perfecto					7.92
 PractiTest					7.86
 Opkey					7.82
 UserTesting					7.81
 Sauce Labs					7.75
 SpiraTest					7.75
 Zephyr Enterprise					7.65
 Level Access Accessibility Platform					7.64

(Software Testing Usability Index Mid-Market continues on next page)

\* Products are ordered by Index score. Products are ordered alphabetically if two or more products have the same Index score.

# Software Testing Usability Index: Mid-Market (continued)

Usability scores for software testing are shown below. The chart highlights some of the factors which contribute to a product's overall Usability score. Ease of use, administration, and adoption data is shown in the table below.

	 Ease of Admin	 Ease of Use	 Meets Requirements	 Other Factors	Score
 <b>Tricentis Testim</b>					7.64
 <b>Userlytics</b>					7.59
 <b>Ranorex Studio</b>					7.57
 <b>Test IO</b>					7.51
 <b>Helix ALM</b>					7.32
 <b>TestComplete</b>					6.79
 <b>Provar</b>					6.59

(Software Testing Usability Index Mid-Market continues on next page)

\* Products are ordered by Index score. Products are ordered alphabetically if two or more products have the same Index score.

# Software Testing Usability Index: Mid-Market (continued)

## Software Testing Market Definition

Software testing software gives development teams the methods and tools to determine the quality of their software creation and improvement projects. Development teams use software testing tools to assess whether software is usable, performs properly, meets development team goals, and meets overall requirements. Software testing tools also include other test management solutions like [bug tracking software](#) and [project management software](#). Some solutions include features that support collaboration between software testers and developers. To monitor testing activities and analyze results, most solutions offer reporting and dashboards, with pre-defined metrics and KPIs.

Integration with other testing tools or with software development solutions is also provided. Such integration is important for other activities that are part of the development lifecycle such as [build automation software](#), [continuous delivery software](#), and [continuous deployment software](#).

To qualify for inclusion in the Software Testing category, a product must:

- ▶ Include options for different testing methodologies such as waterfall or agile
- ▶ Provide iterative testing processes to find new or related issues when a problem is fixed
- ▶ Allow for different types of testing such as functional, performance, scalability, and usability
- ▶ Deliver reporting and metrics on tests, which can be used to evaluate the quality of the solution
- ▶ Integrate with third-party software development solutions and platforms

## Usability Index Description

A product's Usability score is calculated by a proprietary algorithm that factors in real-user satisfaction ratings for a number of use-related review questions. Software buyers can compare products in the Software Testing category according to their Usability scores to streamline the buying process and quickly identify the most usable products based on the experiences of their peers. For sellers, media, investors, and analysts, the Index provides benchmarks for product comparison and market trend analysis.

Badges are awarded to products for: Best Usability (highest overall Usability score), Easiest to Use (highest ease of use rating), Easiest Admin (highest ease of admin score), and Best Meets Requirements (highest meets requirements score).

Products included in Mid-Market Usability Index for Software Testing | Spring 2025 have received both a minimum of 10 reviews and 5 responses from real users for each of the use-related questions featured in our review form by February 25, 2025. These ratings may change as the products are further developed, the sellers grow, and as additional opinions are shared by users. A new Usability Index report will be issued for this category as significant data is collected.



# Salesforce Platform

4.5 ★★★★★ (3,015)



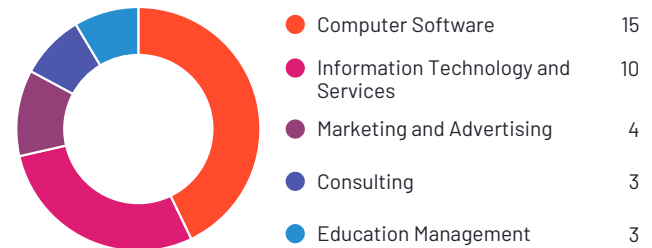
## Usability Score



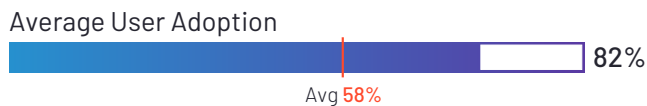
## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
Salesforce



**HQ Location**  
San Francisco, CA



**Year Founded**  
1999



**Employees (Listed On LinkedIn)**  
78,543



**Company Website**  
[salesforce.com](https://salesforce.com)



# BrowserStack

4.5 ★★★★★ (2,099)

## Usability Score



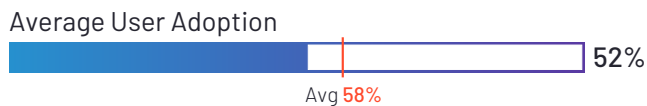
## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
BrowserStack



**HQ Location**  
Dublin, Dublin



**Year Founded**  
2011



**Employees (Listed On LinkedIn)**  
1,395



**Company Website**  
[browserstack.com](https://browserstack.com)



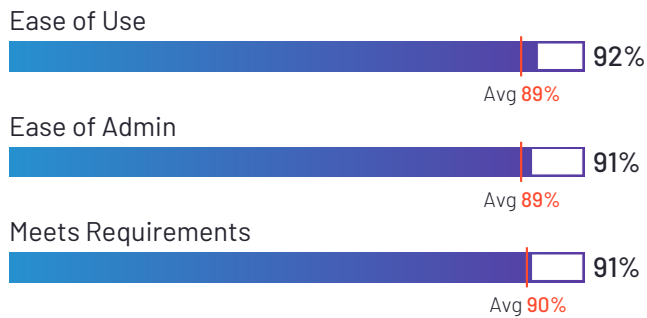
# LambdaTest

4.5 ★★★★★ (1,613)

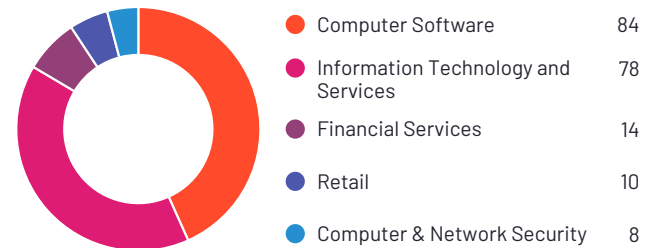
## Usability Score



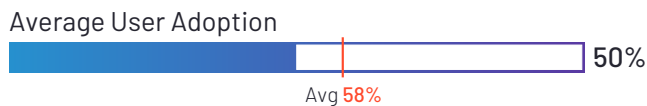
## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
LambdaTest



**HQ Location**  
San Francisco, CA



**Year Founded**  
2018



**Employees (Listed On LinkedIn)**  
537



**Company Website**  
[lambdatest.com](https://lambdatest.com)



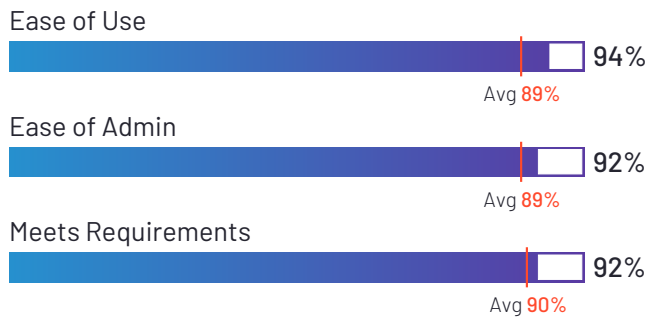
# Tuskr

4.6 ★★★★★ (329)

## Usability Score



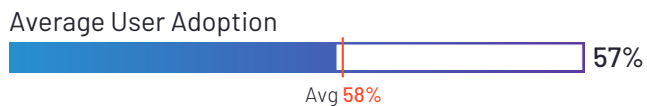
## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
Tuskr



**HQ Location**  
Pune, IN



**Employees (Listed  
On LinkedIn)**  
34



**Company Website**  
[tuskr.app](https://tuskr.app)





## QA Wolf

4.8 ★★★★★ (123)

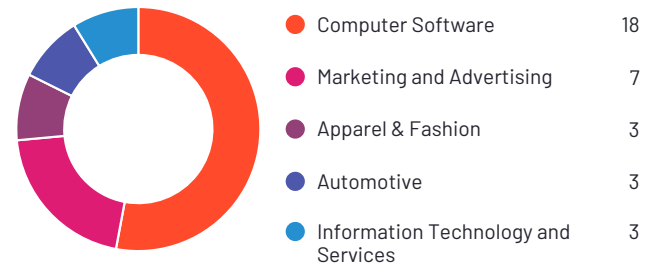
### Usability Score



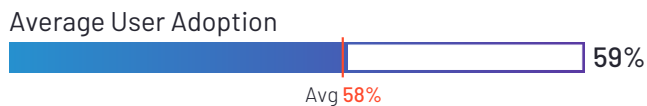
### Usability Data



### Top Industries Represented



### Average User Adoption



**Ownership**  
QA Wolf



**HQ Location**  
Seattle, US



**Year Founded**  
2019



**Employees (Listed On LinkedIn)**  
160



**Company Website**  
[www.qawolf.com](http://www.qawolf.com)



POSTMAN

# Postman

4.6 ★★★★★ (1,226)

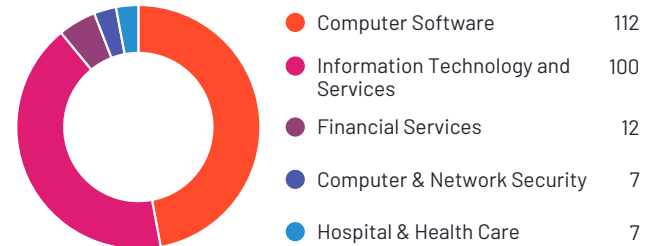
## Usability Score



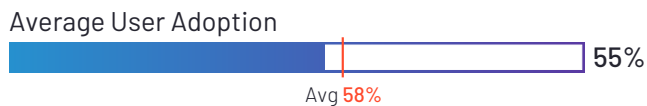
## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
Postman



**HQ Location**  
San Francisco, CA



**Year Founded**  
2014



**Employees (Listed On LinkedIn)**  
2,654



**Company Website**  
[postman.com](https://postman.com)



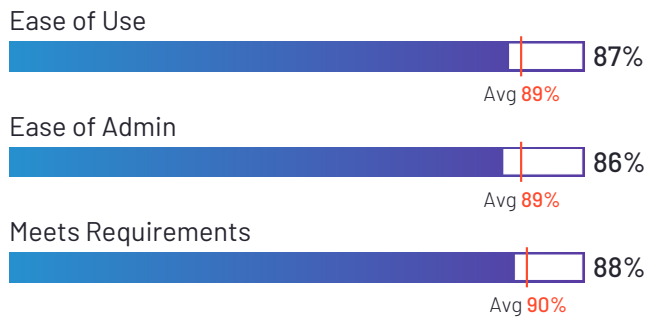
# TestRail

4.4 ★★★★★ (593)

## Usability Score



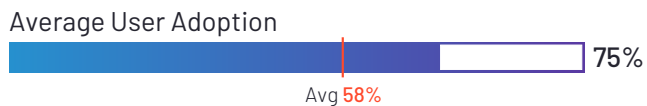
## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
Idera, Inc.



**HQ Location**  
Houston, TX



**Year Founded**  
1999



**Employees (Listed On LinkedIn)**  
66



**Company Website**  
[ideracorp.com](https://ideracorp.com)



ACCELQ

4.8 ★★★★★ (88)

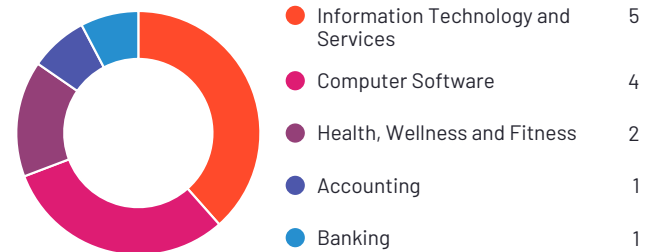
### Usability Score



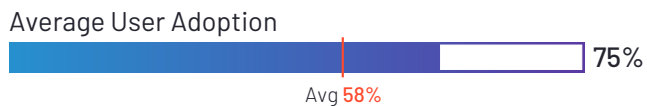
### Usability Data



### Top Industries Represented



### Average User Adoption



Ownership  
ACCELQ



HQ Location  
Dallas, US



Year Founded  
2014



Employees (Listed  
On LinkedIn)  
175



Company Website  
[www.accelq.com](http://www.accelq.com)



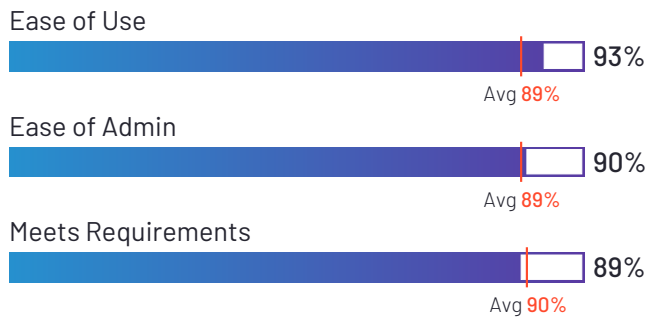
Qase

4.7 ★★★★★ (234)

### Usability Score



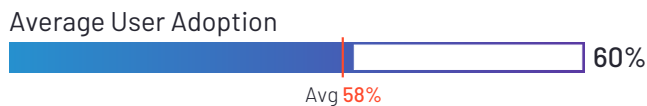
### Usability Data



### Top Industries Represented



### Average User Adoption



**Ownership**  
Qase Inc



**HQ Location**  
San Francisco,  
California



**Year Founded**  
2018



**Employees (Listed  
On LinkedIn)**  
48



**Company Website**  
[qase.io](https://qase.io)

**sonar**

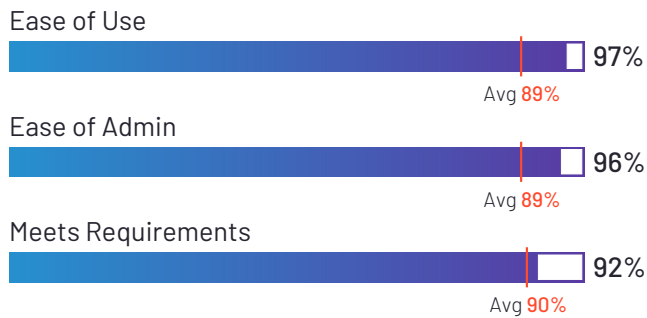
## Sonar

4.7 ★★★★★ (89)

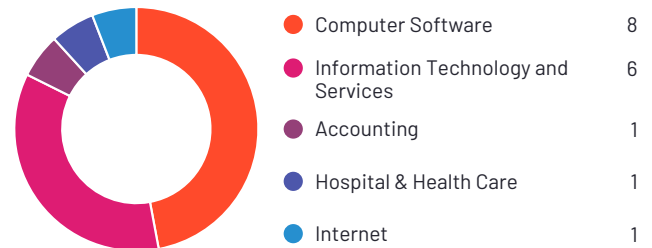
### Usability Score



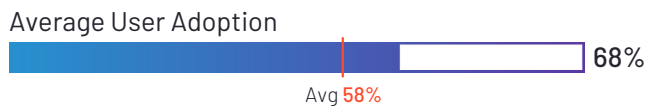
### Usability Data



### Top Industries Represented



### Average User Adoption

**Ownership**  
Sonar Software**HQ Location**  
Atlanta, US**Year Founded**  
2018**Employees (Listed On LinkedIn)**  
75**Company Website**  
[sonarsoftware.com](https://sonarsoftware.com)



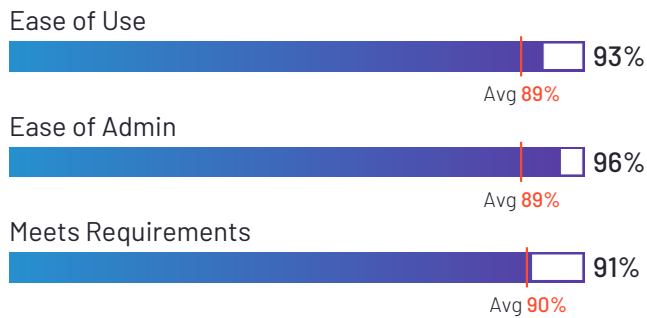
# Katalon Platform

4.4 ★★★★★ (136)

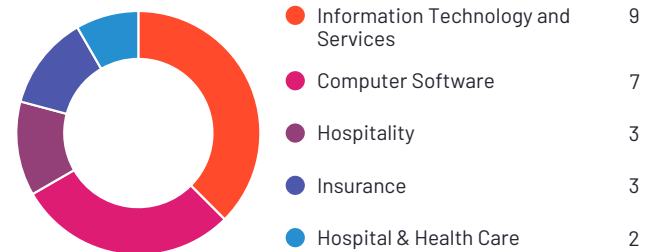
## Usability Score



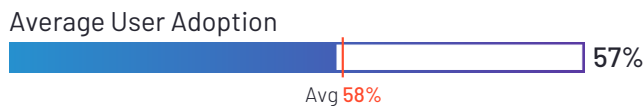
## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
Katalon LLC



**HQ Location**  
Atlanta, US



**Year Founded**  
2016



**Employees (Listed On LinkedIn)**  
335



**Company Website**  
[katalon.com](https://katalon.com)



# Kualitee

4.5 ★★★★★ (150)

## Usability Score



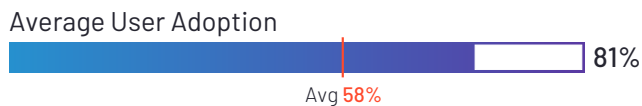
## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
Kualitem



**HQ Location**  
New York, US



**Year Founded**  
2010



**Employees (Listed On LinkedIn)**  
153



**Company Website**  
[kualitem.com](https://kualitem.com)



Tricentis  
**qTest**

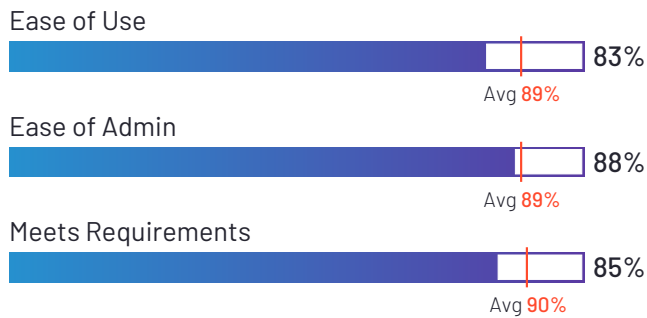
## Tricentis qTest

4.3 ★★★★★ (67)

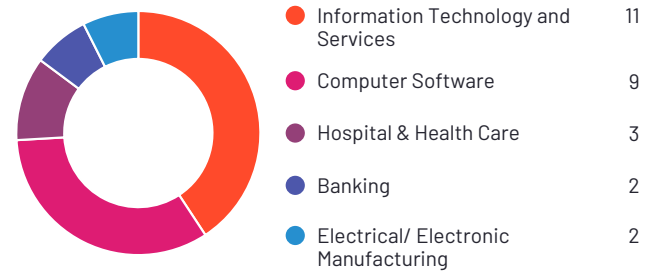
### Usability Score



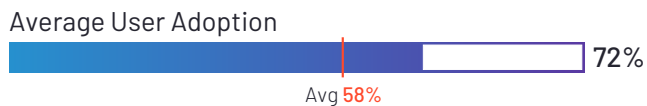
### Usability Data



### Top Industries Represented



### Average User Adoption



**Ownership**  
Tricentis



**HQ Location**  
Vienna, Austria



**Year Founded**  
2007



**Employees (Listed On LinkedIn)**  
1,530



**Company Website**  
[tricentis.com](https://tricentis.com)



# Panaya Smart Testing and Change Intelligence

4.4 ★★★★★ (424)

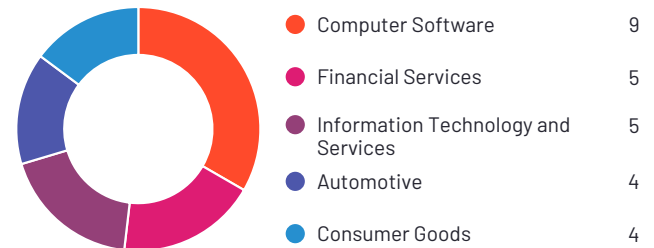
## Usability Score



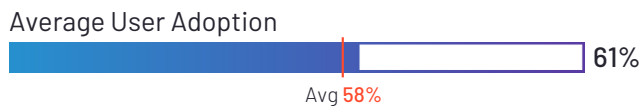
## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
Panaya LTD



**HQ Location**  
Hod Hasharon,  
Center



**Year Founded**  
2006



**Employees (Listed  
On LinkedIn)**  
221



**Company Website**  
[www.panaya.com](http://www.panaya.com)



# Testlio

4.7 ★★★★★ (73)



## Usability Score



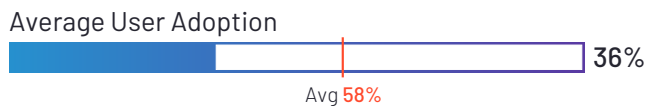
## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
Testlio Inc.



**HQ Location**  
San Francisco, CA



**Year Founded**  
2012



**Employees (Listed On LinkedIn)**  
725



**Company Website**  
[testlio.com](https://testlio.com)



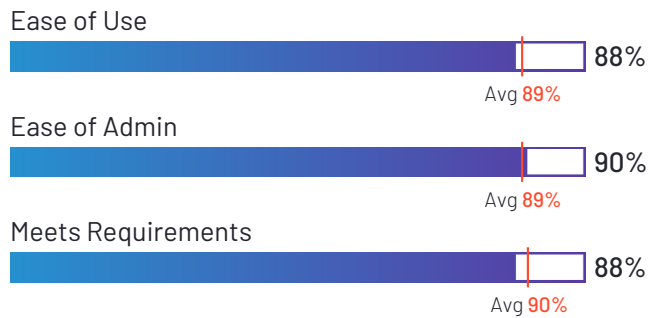
## Rainforest QA

4.4 ★★★★★ (151)

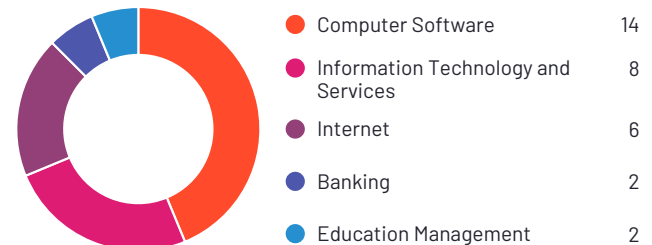
### Usability Score



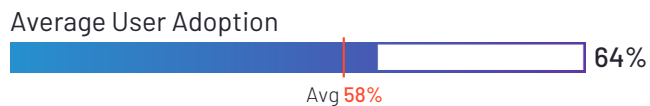
### Usability Data



### Top Industries Represented



### Average User Adoption



**Ownership**  
Rainforest



**HQ Location**  
San Francisco,  
California



**Year Founded**  
2012



**Employees (Listed  
On LinkedIn)**  
141



**Company Website**  
[rainforestqa.com](https://rainforestqa.com)



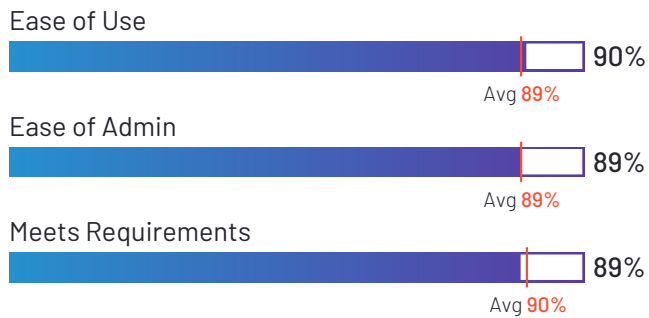
# Perfecto

4.4 ★★★★★ (95)

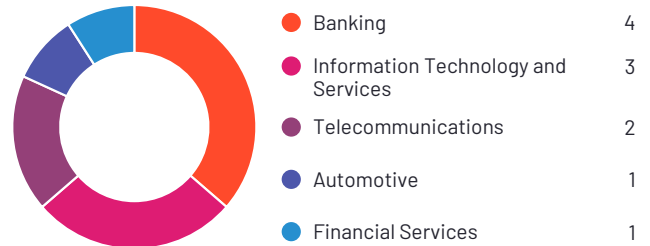
## Usability Score



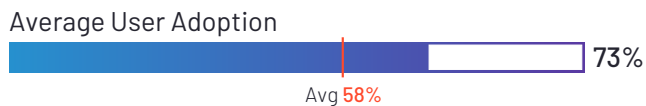
## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
Perforce



**HQ Location**  
Minneapolis, MN



**Year Founded**  
1995



**Employees (Listed On LinkedIn)**  
1,551



**Company Website**  
[perforce.com](https://perforce.com)



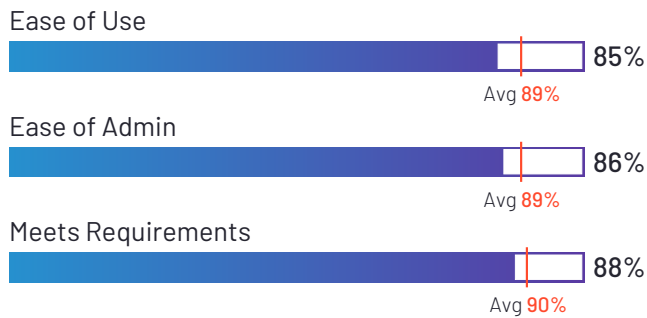
# PractiTest

4.3 ★★★★★ (225)

## Usability Score



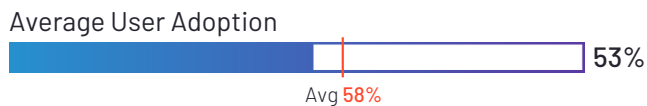
## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
PractiTest



**HQ Location**  
Rehovot



**Year Founded**  
2008



**Employees (Listed On LinkedIn)**  
37



**Company Website**  
[practitest.com](https://practitest.com)



Opkey

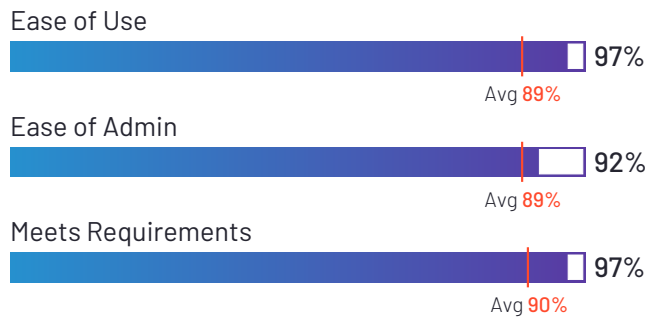
4.8 ★★★★★ (97)



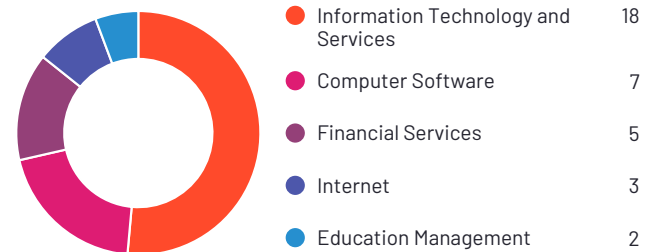
## Usability Score



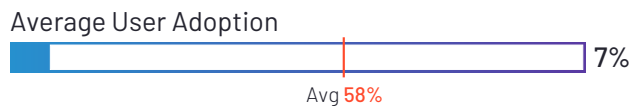
## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
Opkey



**HQ Location**  
Dublin, California



**Year Founded**  
2015



**Employees (Listed On LinkedIn)**  
289



**Company Website**  
[www.opkey.com](http://www.opkey.com)

UserTesting

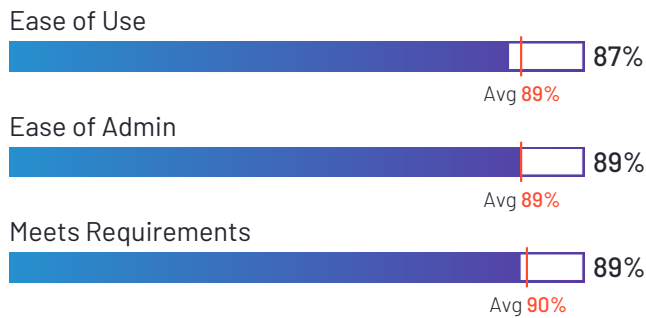
## UserTesting

4.5 ★★★★★ (748)

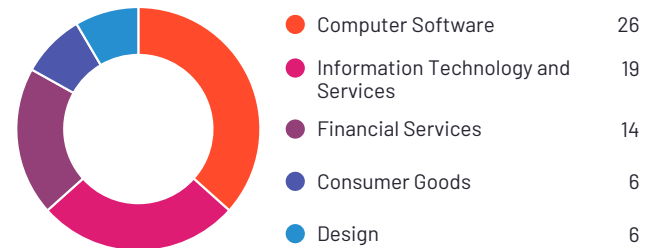
## Usability Score



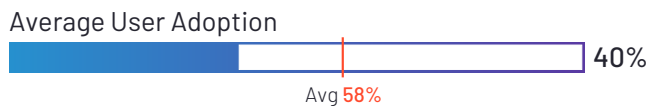
## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
UserTesting



**HQ Location**  
San Francisco, CA



**Year Founded**  
2007



**Employees (Listed On LinkedIn)**  
1,840



**Company Website**  
[usertesting.com](https://usertesting.com)





Sauce Labs

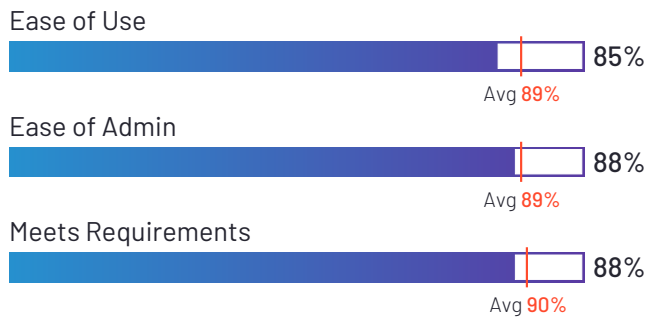
## Sauce Labs

4.3 ★★★★★ (170)

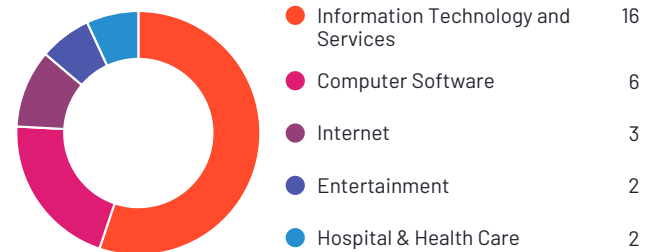
## Usability Score



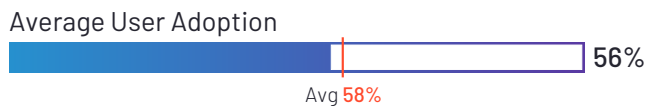
## Usability Data



## Top Industries Represented



## Average User Adoption

**Ownership**  
Sauce Labs**HQ Location**  
San Francisco, CA**Year Founded**  
2008**Employees (Listed On LinkedIn)**  
321**Company Website**  
[saucelabs.com](https://saucelabs.com)



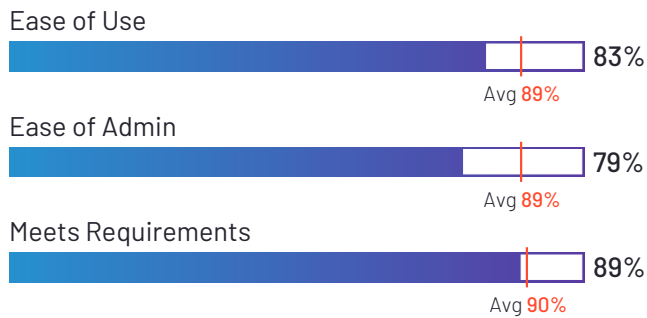
# SpiraTest

4.3 ★★★★★ (62)

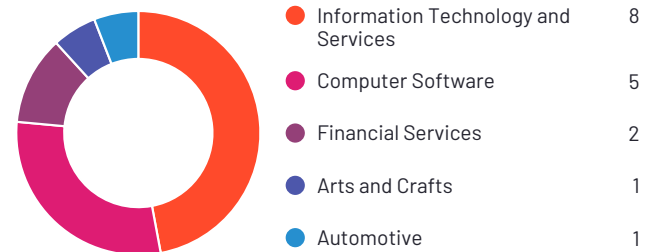
## Usability Score



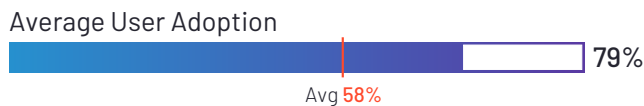
## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
Inflectra



**HQ Location**  
Silver Spring, MD



**Year Founded**  
2006



**Employees (Listed On LinkedIn)**  
26



**Company Website**  
[inflectra.com](https://inflectra.com)



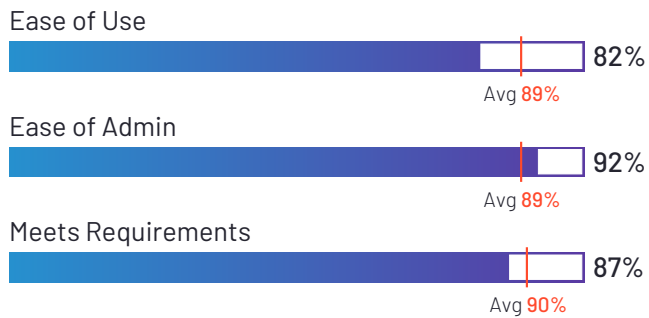
# Zephyr Enterprise

4.1 ★★★★★ (79)

## Usability Score



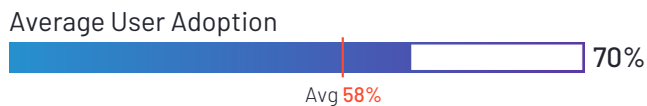
## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
SmartBear



**HQ Location**  
Somerville, MA



**Employees (Listed  
On LinkedIn)**  
924



**Company Website**  
[smartbear.com](https://smartbear.com)



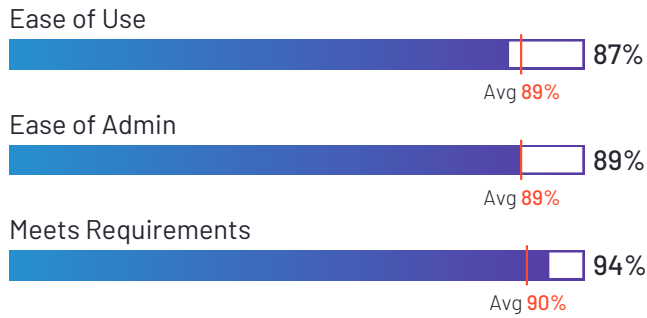
# Level Access Accessibility Platform

4.5 ★★★★★ (178)

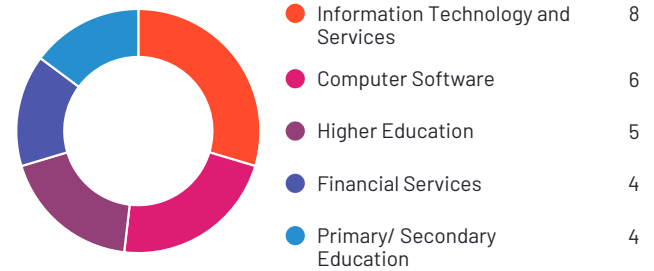
## Usability Score



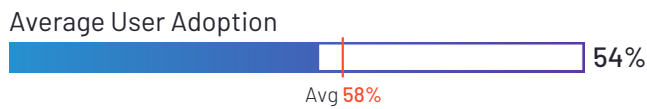
## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
Level Access  
Platform



**HQ Location**  
Arlington, Virginia



**Year Founded**  
1997



**Employees (Listed  
On LinkedIn)**  
407



**Company Website**  
[levelaccess.com](https://levelaccess.com)

Tricentis  
**Testim**

## Tricentis Testim

4.5 ★★★★★ (49)

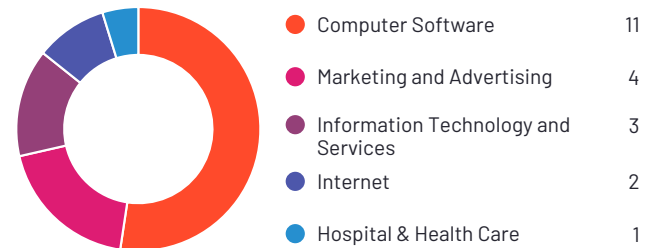
### Usability Score



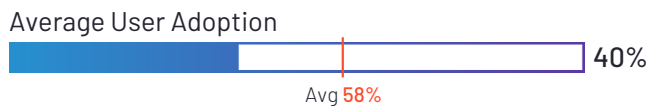
### Usability Data



### Top Industries Represented



### Average User Adoption



**Ownership**  
Tricentis



**HQ Location**  
Vienna, Austria



**Year Founded**  
2007



**Employees (Listed On LinkedIn)**  
1,530



**Company Website**  
[tricentis.com](https://tricentis.com)



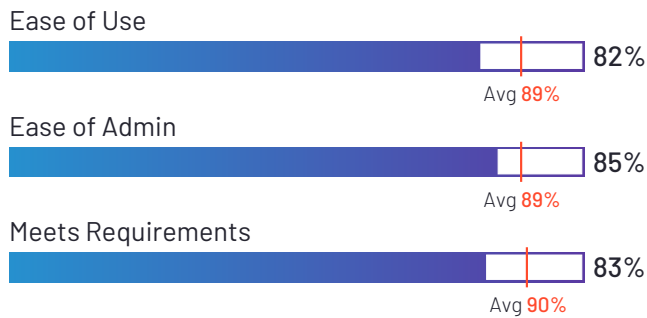
## Userlytics

4.4 ★★★★★ (156)

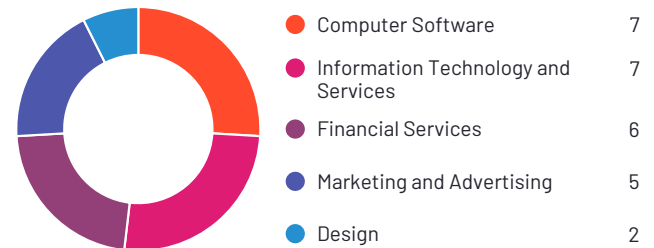
### Usability Score



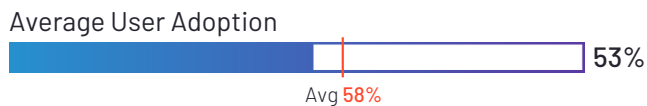
### Usability Data



### Top Industries Represented



### Average User Adoption



**Ownership**  
Userlytics



**HQ Location**  
Miami, Florida



**Year Founded**  
2009



**Employees (Listed On LinkedIn)**  
100



**Company Website**  
[userlytics.com](https://userlytics.com)



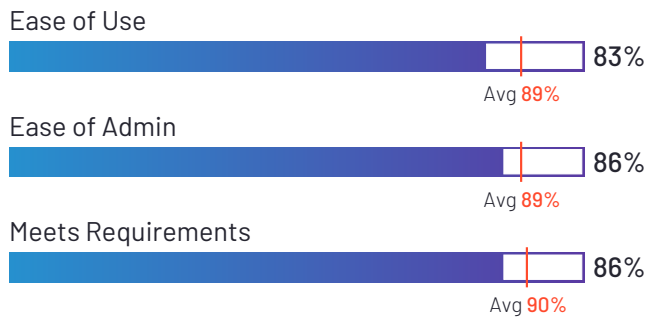
## Ranorex Studio

4.2 ★★★★★ (248)

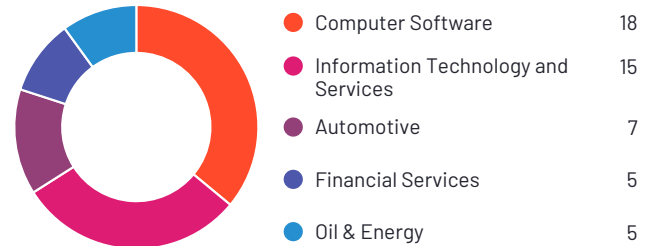
### Usability Score



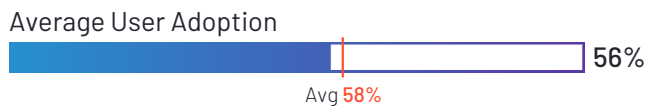
### Usability Data



### Top Industries Represented



### Average User Adoption



**Ownership**  
Idera, Inc.



**HQ Location**  
Houston, TX



**Year Founded**  
1999



**Employees (Listed On LinkedIn)**  
66



**Company Website**  
[ideracorp.com](https://ideracorp.com)



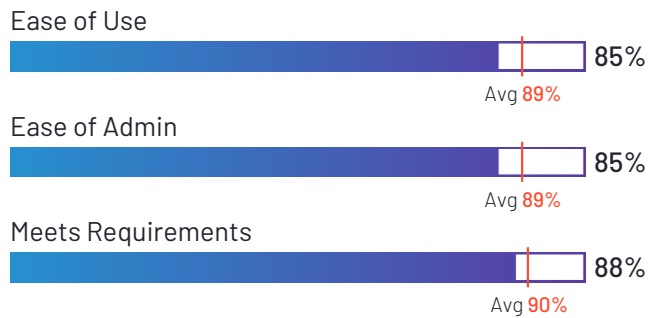
## Test IO

4.3 ★★★★★ (73)

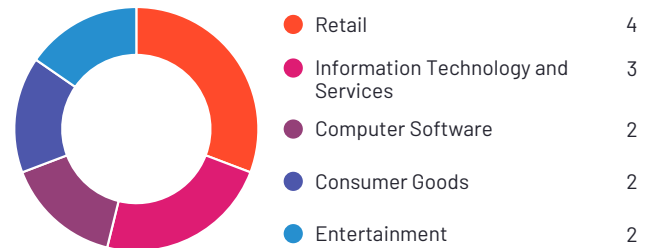
### Usability Score



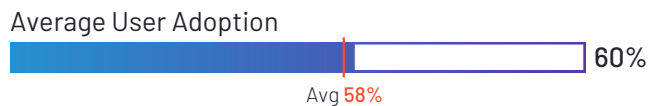
### Usability Data



### Top Industries Represented



### Average User Adoption



**Ownership**  
EPAM Systems, Inc.



**HQ Location**  
Newburyport,  
Massachusetts



**Year Founded**  
1993



**Employees (Listed  
On LinkedIn)**  
61,429



**Company Website**  
[www.epam.com](http://www.epam.com)





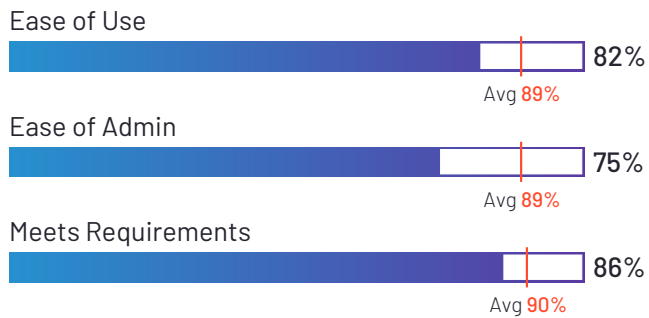
# Helix ALM

4.0 ★★★★★ (100)

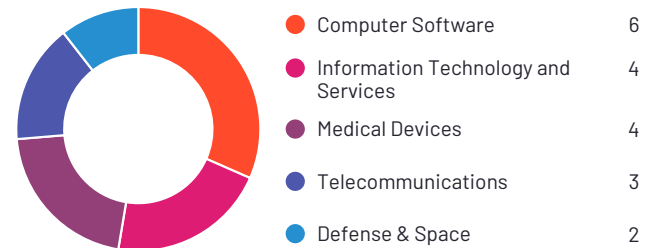
## Usability Score



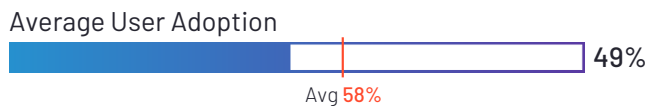
## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
Perforce



**HQ Location**  
Minneapolis, MN



**Year Founded**  
1995



**Employees (Listed On LinkedIn)**  
1,551



**Company Website**  
[perforce.com](https://perforce.com)



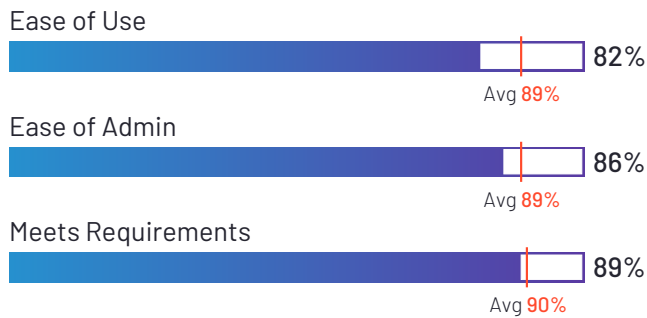
# TestComplete

4.2 ★★★★★ (97)

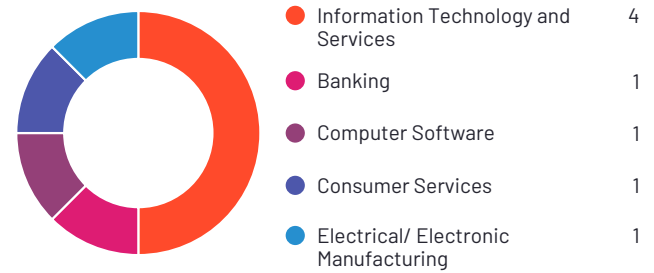
## Usability Score



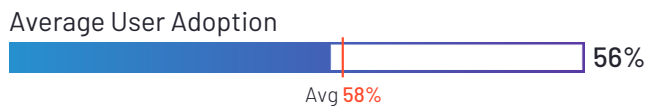
## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
SmartBear



**HQ Location**  
Somerville, MA



**Employees (Listed On LinkedIn)**  
924



**Company Website**  
[smartbear.com](https://smartbear.com)



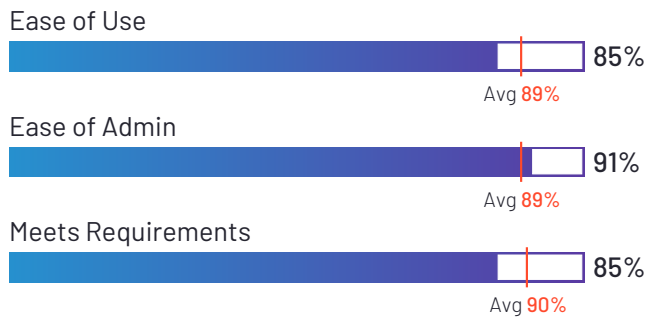
# Provar

4.3 ★★★★★ (181)

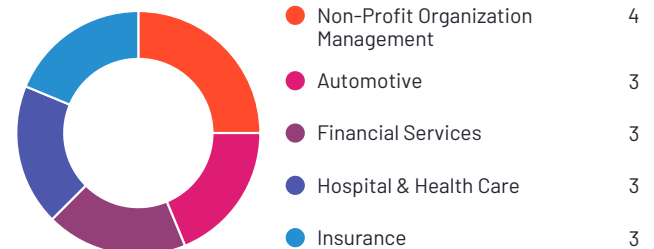
## Usability Score



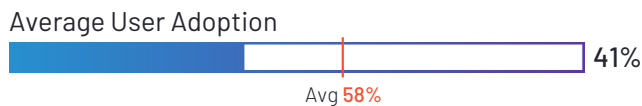
## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
Provar



**HQ Location**  
London, GB



**Year Founded**  
2000



**Employees (Listed On LinkedIn)**  
166



**Company Website**  
[provartesting.com](https://provartesting.com)

# Usability Index Methodology

## Usability Index Inclusion Criteria

Products included in the Mid-Market Usability Index for Software Testing | Spring 2025 have received a minimum of 10 reviews and 5 responses for each of the usability-related questions featured in our survey by February 25, 2025. Inviting other users, such as colleagues and peers, to join G2 and share authentic product reviews will accelerate this process and encourage the inclusion of additional products.

## Segmented Index Scoring Methodology

When viewing an Index report by segment size, the same Index scoring methodology applies. However, the review data used is only from reviewers who are employed by a company within a particular company segment.

G2 uses the following definitions for company segments:

- ▶ Small-Business Review: A review from someone who works at a company with 50 or fewer employees
- ▶ Mid-Market Review: A review from someone who works at a company with 51-1,000 employees
- ▶ Enterprise Review: A review from someone who works at a company with 1,001+ employees

## Usability Scoring Methodology

G2 rates products and sellers based on reviews gathered from our user community, as well as data aggregated from online sources and social networks. We apply a unique, patent-pending algorithm to this data to calculate the product's Usability score. The Mid-Market Usability Index for Software Testing | Spring 2025 report is based off of scores calculated using the G2 usability algorithm v1.0 from data collected through February 25, 2025. The Usability score is affected by the following (in order of importance):

- ▶ Customer satisfaction with the ease of use for each product based on reviews by G2 users
- ▶ Customer satisfaction with the ease of admin for each product based on reviews by G2 users
- ▶ Customer responses to the Meets Requirements question on G2
- ▶ User adoption percentage based on reviews and by G2 users
- ▶ The number of reviews received on G2; buyers trust a product with more reviews, and a greater number of reviews indicates a more representative and accurate reflection of the customer experience.

*(Software Testing Usability Index Mid-Market Methodology continues on next page)*

# Usability Index Methodology (continued)

## Categorization Methodology

Please visit G2's [categorization methodology](#) page to learn more about how products are categorized. For more in-depth information about how we refer to different types of software, please view our [list of standard definitions](#).

## Trust

Keeping our ratings unbiased is our top priority. We require the use of a LinkedIn account or verified business email address to validate a G2 user's identity and employer. We also validate users by partnering with sellers and organizations to securely authenticate users through select platforms. We do not allow users to review their current or former employers' products, or those of their employers' competitors. Additionally, all reviews are manually checked by our team after our algorithm filters out reviews that don't meet our submission requirements. All reviews must pass our moderation process before they are published.

G2 may occasionally offer incentives for honest reviews to help us gather a full and accurate data set. These incentives are offered as thank-yous for approved reviews. Incentives are never conditioned upon the substance of the review, positive or negative. Each such incentivized review is disclosed with an "Incentivized Review" banner.