

Gearing up a new team & tech stack at Cars.com

testdouble®
Case Study



The Client



Environment: Automotive marketplace

Size: 1,500+ employees

Location: Chicago | cars.com

Engagement: Architecture, test suite & maintainable code

“No task is too big or small, too glamorous or dirty—they are all handled with care and attention to detail. Test Double has been by far **my favorite consulting experience** in my career.

—Greg Heidorn
VP Software Engineering

“**Test Double just works.** I never have to worry about the level of skill and experience. Test Double always has it. I also never have to worry about trying to work their way. Instead, **they work in my way**—but always seek to improve it.

—Fred Lee
CTO

“Each and every Test Double agent brings a spirit of empathy, humility, and earnestness to their work. They **bring new and exciting ideas to the team** without a lot of fanfare or ego. They **coach and educate** without being corrective or judgmental. They **empowered our employees** to lead efforts and encouraged them along the way. They became part of the fabric of the team—not them and us, but one team.

—Daniel Mackey
Director of Solutions Engineering

The Mission

Tech: Elixir, Erlang, Phoenix, LiveView, Kubernetes, AWS

Impact Areas: Planning, Architecture, Development, DevOps, Teaching

Igniting Innovation

To power its next generation of products, Cars.com decided to retool its systems for a modern cloud infrastructure and to turbocharge development with Elixir & Phoenix. And they didn't stop at technology: by adopting Shape Up, they were completely overhauling how they worked together as a team, too.

A lot of things were changing at once, and that's why Cars.com trusted Test Double to both scale up a high-performing team and help lay the groundwork for the future of their business.

Make the scary stuff boring

testdouble.com | hello@testdouble.com

Technology alone doesn't solve problems—people do.

The Fix

Steps to the Fix: Mobbing, Pairing, Mentorship

Accelerating Teamwork

Test Double helped Cars.com build more than a great software platform—we built a great team, too. What began as a small group learning Elixir together eventually grew to over 50 engineers shipping features daily. Working side-by-side as peers created natural opportunities to teach others what our experience has taught us about quality software. As members of a combined team, we arrived at a simple architecture, crafted a robust test suite, and designed code to be maintainable over the long-term.

By the end of the engagement, the Cars.com engineering organization was firing on all cylinders. That's because our consultants are committed to more than code; we help clients clear any hurdle—technical or not—along the road to greatness. And success requires more than settling on the right syntax, it requires people to work well together. That's why we make it our job to model the behaviors of successful teams by demonstrating empathy, fostering collaboration, and promoting trust every step of the way.

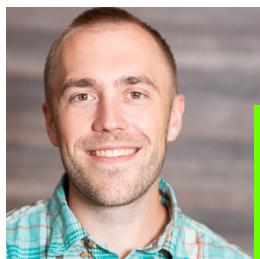
The Results

Driving Results by Building Great Software and Great Teams

Our objective was to be a partner that Cars.com could depend on without becoming too dependent on us. Because our promise to every client is we'll leave your team better than we found it, our consultants excel at leading by example and making space for others to step up. We ask hard questions whenever the “why” of what we're doing is unclear. We think out loud as we consider edge cases and avoid potential pitfalls. And while we're open and honest when something isn't working, we also use it as an opportunity to come together as a team and improve.

We are grateful for the opportunity to help Cars.com transition from working in silos to uniting as a full-stack development team. As their people shifted to remote work, we also shared what we'd learned as a remote-first company. We are proud of everything we've built together, and look forward what Cars.com will continue to build.

The Team



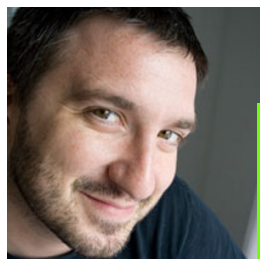
Sam Jones
Agent 0019



Joel Helbling
Agent 0032



Brittany Moore
Agent 0035



Dayton Nolan
Agent 0047



Marc Peabody
Agent 0027

Jack Boberg
Special Agent