

# Leading Telecomm Operator enhances productivity and testing by utilizing offshore services

## CASE STUDY

"Personally, I thought you were outstanding!. Again u guys have done a great Job in Homer 7.0 Release. You have learned the application and did an excellent testing for all projects. Keep up good work" **Senior QA Lead**

### Client Profile

Our client, a worldwide telecomms company provides wireless voice and data communications services to subscribers throughout the US. The company's approximately 33 million contract and prepaid consumer customers use its network domestically and are able to connect to the compatible network of its parent company when in Europe. It also provides wireless internet access and other data services in airports and retail businesses, among other locations, through its HotSpot brand. Our client in USA resells phones, PDA's, and accessories from such vendors as Nokia and Samsung. The company's wireless service is also sold on a wholesale basis to resellers that lack their own network.

### Industry

Telecomms

### Business Benefit

- Enhanced productivity through process
- Standardization and transformation
- Enhanced quality focus, resulting in higher quality products
- Faster time-to-market
- Significant cost savings
- High return-on-investment on automation efforts

### Business Challenge

The Americas Engineering Operations team are responsible for maintenance and upgrade of various in house application which are mission critical and the life line of Engineering team for its operations. In 2008 Engineering Operations team had several important software releases for which they acquired HP Quality Centre test management tool. Now the client had two challenges, one to institutionalize the use of Quality Centre and the other release of updated version of the Homer suite of applications within the scheduled time frame.

### Requirement

The Americas Engineering Operations team were looking for an IT service provider who had the ability to establish a dedicated team of testing engineers with the expertise of HP Quality Centre Test Management Tool and also could provide testing services for all their projects / products. The client wanted the flexibility of deploying these engineers on varied projects at short notice (often at 24 hours). As an extension of its QA team , the client in the long term wanted the offshore team to have the knowledge on various applications so that they can deployed for testing of various releases of the project that were being built from time to time.

The offshore QA team is responsible for test planning, test case preparation and test execution, interacting with the QA group at the client site. Offshore QA team activities include test case design, test execution, bug posting, test reports, automation of test scripts.

### Solution

VJIL took up this challenge of infusing Quality Centre management capability and at the same time provide a team of consultants who can take the challenge of testing the new release of mission critical applications within a schedule delivery time.

An onsite Quality Centre expert was deployed at the clients office in New Jersey in parallel with a team of consultants providing the services from the VJIL head office.

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The offshore team was managed by a senior project manager who had wide experience in providing onsite and offsite services. This entire of team consultants were deployed at a short notice with a provision to ramp up the resources (3 weeks lead time).

The next big challenge for the team was to understand the applications that were specific to the telecomms sector. The applications that are being tested by VJIL include Work Order, Trouble Ticket, Insite and other in house application which were developed for managing the projects within the business unit.

Insite application is a rewrite of an existing application with a contemporary architecture and framework. Insite helps the engineering team to manage existing sites, towers, commissioning and decommissioning of these towers etc. Insite application has over 20 modules with external interfaces. Insite is currently deployed and being used by the clients engineering team for their daily operations. The key resources who were associated with this application testing have been awarded certificate of excellence by the clients QA department for their services.

The client provided the offshore team with the requirement documentation (Use Cases documents) and the access to the application prototype. In addition to this our client provided the application overview with business perspective / needs. The offshore team first familiarized themselves with the application and with the help of onsite test lead created the test cases. In discussion with the onsite lead and client QA representative a test cases approval process was implemented. Over 1500 test cases where prepared by offshore team for testing the application.

Before embarking on the implementation of Quality Centre, test case preparation etc the team roles and responsibilities, reporting dynamics, escalation process, testing coverage, test case preparation and approval process, defect reporting, defect management all the relevant process where identified and defined in co ordination with the clients QA lead by our onsite test lead and an offsite Project Manager.

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## Offshore team activities

- Understanding the application
- Define and understand the scope of testing
- Ensure coverage of the testing
- Preparation and Execution of Test Cases / Test Scripts
- Defect management and reporting
- Integration testing
- Regression testing

## Automation

On completion of the manual testing of applications like Work Order and Trouble ticket the offshore team were asked to develop the automation framework and automation testing scripts. They took this responsibility and implemented the automation framework and also developed the automation scripts which were developed in QTP as per the clients requirement.

## Benefits to Client

- One of the major benefits to the client was reduction in the cost of QA by adopting the hybrid onsite/offsite business model. It is estimated that the client has achieved a overall cost reduction close to 40%
- VJIL's ability to ramp up / ramp down the team size from 5 to 25 at short notice contributed to the reduction of operational cost close to 20 %
- Implementation of Quality Centre as per schedule avoided budget overrun
- Test and release of applications within schedule and available budget leading to cost control and time to market
- Quick response times
- Reducing the project life cycle duration due to availability of resources round the clock
- Seamless extension of Project Management Office



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