

Major mobile communications provider

End-to-end outsourcing of an entire test line provides full visibility of costs, improved delivery, coordinated test environments, plus continuity of testing knowledge

Performance driven. Quality assured.

“ Sogeti has demonstrated its ability to be a very reliable and professional test partner. The transparency and way of collaboration exactly fits with our needs. Sogeti has demonstrated its ability to be able to initiate innovations. For example, Sogeti has developed a client-specific estimation model that allows very early reliable test estimation based on requirements. This has enabled fixed time – fixed price testing for our projects. ”

Manager: Test Strategy and Implementation

Summary

Sogeti formed a partnership with this mobile telephony giant's subsidiary to provide a complete Managed Testing Service that is now seen as an integral part of the business. The in-house team has delivered improvements in test execution costs, operational efficiency and quality of software, and demonstrates world-beating expertise.

The Client

The client is a European subsidiary of one of the world's leading mobile telephony companies, with a multi-million customer-base and equity interests or partnerships in multiple countries.

The Challenge

The company decided to outsource its software testing activities in order to achieve better cost management, improve services delivery (in terms of both quality and time-to-market) and also to solve the

problem of accessing testing expertise at short notice to meet both peak loads or expert requirements.

It believed that working with testing specialists would enable it to benefit from dedicated professional skills and competencies in areas like Sogeti's structured test methodology—TMap®, and hence better software quality.

However, the company was keen to avoid losing its existing in-house test execution continuity and its own testing knowledge as a result of outsourcing.

The Solution

Initially, Sogeti set up a flexible but permanent test organization on the client's premises managing the end-to-end testing of the client's software projects and new releases. Some of the client's test team transferred

“ Sogeti has delivered high quality testing and made it more efficient at the same time. The average cost of testing has dropped more than 30% since the start of the contract. We particularly like the informal part of our collaboration too. If issues occur, we come together and try to resolve issues before escalation. In our yearly rating of suppliers, Sogeti has been at the top of the list the last two years. ”



over and, together with Sogeti testers, formed a core group of 25 testers, flexing to up to 50+ according to need. This guaranteed resource and knowledge continuity, yet could be quickly augmented to meet peaks in demand.

The preliminary focus was on improving the testing processes, using Sogeti's TPI® framework, and then implementing a more structured approach using Sogeti's structured methodology for testing, TMap®. Once initial improvements had been made, the client and Sogeti looked to take the test line to the next level by extending it to other test services, such as performance testing and wider Quality Assurance aspects. The test line would also take responsibility for ordering and the functional management of the necessary test environments.

Testing is now performed on a clear and transparent fixed-price basis with a budget agreed quarterly, and monitored using SMART (Specific Measurable Achievable Realistic Time-based) service levels on cost reduction, quality, flexibility, time-to-market and knowledge preservation. Process improvement is guaranteed by a dynamic improvement plan with the goal of an initial 25% cost reduction, and further cost savings thereafter.

The Benefits

Cost transparency and reduction:

Process industrialization and resource planning have resulted in a reduction of test costs in the range of 35 – 42%. Because costs are fixed (with all testing charged at the same hourly rate), they are fully predictable, and can therefore be fully capitalized. Automation is also now making further cost savings.

Quality level improvement: The percentage of defects covered by our testing is now above 99%, resulting in a higher quality of live services. Improvements have come from methodological improvements such as end-to-end testing with testing experts getting involved as early as the application design stage, and from including rigorous quality gates in the development process. Automation is now also improving quality further by allowing fuller regression tests. Overall the quality of the client's services has improved since the introduction of the test line.

Process improvement and increased flexibility: The TPI® assessment and roadmap identified areas for improvement including the automation of regression

tests, subsequently implemented and Sogeti has been able to accommodate all extra capacity demands within agreed service levels, achieving a high degree of flexibility through the expandable core team.

Technical expertise: The Sogeti test team is seen by the client as 'internal', yet as part of Capgemini Group's Test Center of Excellence, they have access to the latest tools and techniques.

Knowledge preservation: The client gets the best of both worlds: it still works with a stable team of familiar testing with a higher experience average than before, but can also bring on line additional specialist expertise when needed. In turn this expertise is transferred to the team.

Delivering results

Both parties see this not just as a typical customer-supplier relationship, but as a partnership centered on the client's business objectives. In contrast with the factory or body-shop arrangement that some outsourcing suppliers this is a complete managed service, with an emphasis on continual process improvement, resource stability and operational but always underpinned by a local interface between client and Sogeti.

Europe
Telecoms
Software Testing Service

About Capgemini and Sogeti

With around 120,000 people in 40 countries, The Capgemini Group is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2011 global revenues of EUR 9.7 billion. Together with its clients, Capgemini creates and delivers business and technology solutions that fit their needs and drive the results they want. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model. Sogeti, its wholly-owned subsidiary, is a leading provider of local professional services, bringing together more than 20,000 professionals in 15 countries and is present in over 100 locations in Europe, the US and India.

Together, Capgemini and Sogeti have developed innovative, business-driven quality assurance (QA) and testing services, combining best-in-breed testing methodologies (TMap® and TPI®) and the global delivery model, Rightshore®, to help organizations achieve their testing and QA goals. Capgemini and Sogeti have created one of the largest dedicated testing practices in the world, with over 9,500 test professionals and a further 14,500 application specialists, notably through a common center of excellence with testing specialists developed in India.

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