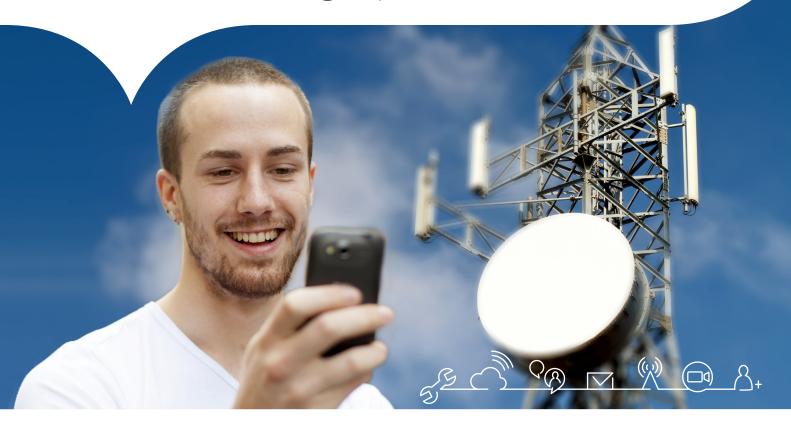# Capgemini Group:
# the Telco Testing Specialists

## Don't take our word for it…

We gave the largest Mobile Operator in the UK 45% cost savings, 85% Offshore Leverage and zero KPI breaches – then flexed up to 160% of peak capacity to help them deliver to the 4G deadline.

Telecom companies have to move at lightning fast speed to keep up with the demands of the marketplace - yet testing can hold up a big programme rollout by months. Multi-play bundles include everything from mobile apps to broadband internet, each with real testing challenges - yet in-house testing resources often struggle even to 'keep the lights on'. Because the industry sometimes needs to launch innovative services, still at an early stage of maturity, poorly controlled Testing performed by multiple vendors can undermine brand credibility… Our answer to these challenges? Call a Specialist.

Capgemini have not been delivering in the Telecoms sector for forty years without understanding Rule Number One: Telcos are special. Nor have we become the world's Number One Testing practice (ranked Ovum, 2012) without seeing that Testing for Telcos requires a discrete approach that answers specific needs – rapid scalability to meet sudden demands, automation to drive cost down, and innovation to drive quality and performance up. As a result of being able to respond to those challenges, we are delivering some of the most ambitious, benefits-driven Managed Test Services (MTS) in the Telecoms marketplace. Put simply, we're the Testing for Telco specialists.

*People matter, results count.*

TELCO SPECIALISTS · 45% Cost Out · Proven delivery · Taking accountability · Telco Master Test Plan · Design by Exception · Telco Templates · 85% Offshore leverage · 10,000 plus Telco use cases · Flexing up for 4G · Answering your business · Measuring Benefits · Telco tooling · Innovation as standard

## You Focus on Telecoms – we'll focus on Telecoms Testing

When times are tough you focus on core business, and core business for Telcos is not IT Test Services. The hidden cost of Offshore factories, the difficulties retaining testers in transactional roles, the pressure from mutualised models and the near impossibility of getting innovation from in-house resources who are overstretched just keeping up with the business are all driving organisations like Everything Everywhere and more recently Deutsche Telekom to move to Capgemini Managed Test Services.

Our MTS is based on six planks – the right governance, a global delivery model, a catalogue based test service, the latest accelerators and templates, an industrialised test process and ongoing Innovation to deliver continuous improvement.

## Start with it all on speed dial

Getting up to speed costs money, so we bring clients the Telco-specific test assets they need across every domain. We never start with a blank whiteboard, because we can leverage the pre-existing Master Strategy and Test Plans that have proved themselves in the field. It stands to reason, selecting from an existing bank of over 10,000 Test Cases tends to speed things up. In fact, it makes it possible to be ready to test within days of hitting the ground.

- **Master Test Strategy** – Our master strategy is consistent across all Telecoms Test projects, so its standardized, its proven and it ensures success
- **Proven Telco Test Plans** – Our 'oven-ready' templates and a repository of sample test plans from Telco projects across the globe mean you start by the finish line
- **10,000 Telco Test Cases** – Over 10,000 test cases to leverage from Day One - sorted by domain and capability and ready for selection and upload to the test management tool

Illustration One, below, breaks out where those Test cases sit. They come with our teams on Day One, area after area after area: it's what comes of specializing.

The largest Mobile Operator in the UK chose Capgemini Group when they were taking 13 existing suppliers down to a single Testing Partner. We committed upfront to take 45% off their Testing costs over the five year contract – delivering month on month cost savings.

It meant taking end to end responsibility for reducing the testing systems complexity, managing 400 applications and a consolidated team of over 340 testers. The first thing was to get Offshore working effectively in a Telco context. We rapidly increased the offshore leverage from 35% to over 60% in the first year and it's now at 85%. Then we introduced risk-based testing and drove automation to 70%. Industrialization was achieved by leveraging our bank of automated Telco Test scripts.

Add to that the size and appetite to carry out a smooth, complete TUPE of the whole client team into Capgemini and 'flex up' at short notice when 4G was round the corner (to 160% of our anticipated peak capacity) and you can see why the Head of the client Strategic Programme described this engagement as

## "an incredible achievement".

Illustration One: Test Case Location

| CRM | | |
|---|---|---|
| Function | Test Cases | Detailed Steps |
| Acct Mgmt | 670 | 8710 |
| Ordering | 1965 | 25545 |
| Trouble | 342 | 4446 |
| Credit/Pay | 668 | 4201 |
| **Total** | **3675** | **42902** |

| Billing | | |
|---|---|---|
| Function | Test Cases | Detailed Steps |
| Acct Mgmt | 543 | 1741 |
| Ordering | 825 | 12723 |
| Payment | 429 | 6143 |
| Invoicing | 2819 | 20914 |
| **Total** | **4616** | **41521** |

| OSS | | |
|---|---|---|
| Function | Test Cases | Detailed Steps |
| Prov. | 748 | 3209 |
| NMS / SA | 915 | 3498 |
| Activation | 582 | 1632 |
| OM / IM | 215 | 492 |
| **Total** | **2460** | **8831** |

| ERP | | |
|---|---|---|
| Function | Test Cases | Detailed Steps |
| Finance | 688 | 4707 |
| HR | 646 | 2804 |
| SCM | 387 | 2989 |
| - | - | - |
| **Total** | **1721** | **10500** |

# Tell us why it won't work!

Just as important as the domain insight and application knowledge we bring to enterprise scale Testing engagements are the Capgemini Group ways of working in Telecoms. These have been refined across a forty-year Telecoms, Media and Entertainment track record of delivering benefits to more than 300 clients worldwide, including fixed, mobile, Internet Service Provider, cable, broadcast, publishing, and entertainment organizations.

We carry out Conference Room Pilot (CRP) using our tried and tested 'Design by Exception' approach – showing you 'what good looks like' in the context of Telco testing and challenging you to tell us where the fit is wrong, not start with a blank page and leveraging our Testing templates, Test-Migration Approaches and automated Test scripts in your world. It's particularly important in establishing Business Readiness, Test Strategy and Product Requirements.

# Across every domain, every Application - we've got it Covered

Our domain expertise runs right across the board and, as the illustration to the right demonstrates, we have the application capabilities to match. Wherever your challenge lies, from Call Detail Record to Inventory Management and running on any Application from Amdocs to SAP – we've got it covered.

# And up to the Mobile Testing Challenge

Importantly, too, we have a core expertise in Mobile Testing – as you would expect from a Group which has Mobility as one of only four Global Service Lines. Our latest World Quality Report, undertaken with HP, reveals that only one-third of those surveyed even formally test their mobile applications; that where organizations are conducting mobile Quality Assurance (QA), barely one fifth focus on security; and that many Testing Organizations can't address the new challenges because they simply don't have the right resources, tools or methods. We know why. Mobile testing requires a very specific and detailed knowledge of how mobile developers factor such elements as portability and screen size, battery life, onboard memory and bandwidth. Our testers understand the interface of hardware, Operating System, browsers, software and middleware. Then they fine-tune the Test environment accordingly.

Illustration Two: Application Capabilities

## Domain Expertise

- Work Force Management
- Order creation/ Validation/Decomposition
- Service fulfillment & Activation
- Resource Provisioning
- Network Element Management
- Inventory Management
- Trouble Ticket Management
- Rating & Billing
- Mediation
- Call Detail Record (CDR)

- Configuration and Tariff
- Account Receivables and payment
- Revenue Assurance and Fraud Management
- Fault Management
- Loyalty Management
- Accounting
- Performance Management
- Security
- Marketing
- Customer relationship Management
- Service quality management

- Data Migration
- SIT / System
- Network Testing
- E2E / UAT
- Regression
- Automation/ Performance
- ORT
- Security
- Certification / Compliance
- IVR
- OEM
- Stack Validation

## Application Capabilities

- Siebel
- SAP
- Clarify
- PeopleSoft
- Oracle BRM
- BSCS
- Kenan Arbor
- Amdocs
- Geneva
- Comptel
- Data power
- Oracle OSM

- Metasolv
- Intergraph
- GE SmallWorld
- Ventyx
- CGI
- Wisor
- Netcool
- Previsor
- Provisio
- Remedy
- TIBCO
- Webmethods

- Java/ J2EE
- Microsoft
- Oracle Apps
- IBM Websphere
- Oracle Web logic.
- Informatica
- Teradata
- Business Objects
- Cognos
- Ab intio
- Mainframe
- AS 400

Test Management, Test Governance, Test Environment Management

OSS, BSS, MM, Mobile Devices, Embedded System, Network Devices

## We're easy to do business with…

We're famous in the marketplace for being good to work with as a result of our collaborative approach. But we want to be famous for being easier to do business with, too. The size and strength of the Capgemini Group combined with an appetite for commercial innovation means we can offer a wide range of commercial models to our Telco clients. Below are a representative handful:

**Pay as you go** – an on-demand, state of the art, test service from a service menu. It can flex up as needed, for example when a game-changer like 4G is around the corner, and Infrastructure and Tools can be integrated as required. Your license cost follows our usage.

**Fixed price** – total transparency for a specific project. You know, we know and we both agree exactly what you will receive and then we deliver to it.

**Shared risk** – we take a collaborative approach together and offer up an agreed percentage of our service cost for performance, driving innovation and out-performance.

**Output based** – you care about results, this model recognizes that and the commercial model is driven by Test Case Points, that we size together.

There's no such thing as the right commercial model, only the right model for your business, this quarter..

## …So talk to the Telco Specialists

No other provider of IT services can match the unique, combined strengths Capgemini offers in this area: global leadership in Test services; deep Telecoms insight and a 40 year track record; and the Collaborative Business ExperienceTM which 'joins up' the testing with the business.

We're leading the way in Managed Test Services for Telecoms providers for the good reason that we have made ourselves specialists here. Put simply, we have the track record, the Telco-specific tooling and templates, the appetite and the resources to transform your Testing. Lets start that conversation.

## About Capgemini and Sogeti

With more than 125,000 people in 44 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2012 global revenues of EUR 10.3. Together with its clients, Capgemini creates and delivers business and technology solutions that fit 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 is a wholly-owned subsidiary of Cap Gemini S.A., providing local professional services, specializing in Application Management, Infrastructure Management and High-Tech Engineering. Sogeti offers cutting-edge solutions around Testing, Business Intelligence, Mobility, Cloud and Security. Sogeti brings together more than 20,000 professionals in 15 countries and is present in over 100 locations.

The Capgemini Group has created one of the largest dedicated testing practices in the world, with over 11,000 test professionals and a further 14,500 application specialists, notably through a common center of excellence with testing specialists developed in 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®) to help organizations achieve their testing and QA goals.

Learn more about us at
**www.capgemini.com/testing** or
**www.sogeti.com/testing**

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*People matter, results count.*