

Success Story

Testing Telecom Capability for a US Telecom Major



Customer Requirement

The client wanted to manage its IT budget by outsourcing its systems for maintenance and production support. For maintaining and supporting the large number of applications, it was necessary to assimilate the complete functionality of these complex applications to transition them offshore efficiently. Prior to working with Xavient, the client faced several instances where Service Level Agreements (SLAs) were nearly missed entirely. There were no formal processes, methodologies, tools, metrics collections or reporting structures in place for application testing.

Xavient's Role

Xavient's process on Quality Assurance of billing provided an end-to-end platform for testing the processes used to deliver services to external customers in an integrated production-like business environment. The process was sectioned between the client's billing applications and production environment and acts as a certification platform for all billing applications. Few applications closely interfaced with core billing functionality. All business functionality changes that could impact these applications get certified through the process before they are implemented in production. Xavient established an offshore Managed Test Services to operate and deliver software-testing services. The organization was structured around internal SLAs. Xavient built a dedicated 50-person team to operate within the enterprise and project-level SLAs. Xavient developed well-defined software testing processes for the client, including process road maps, estimation models, automation standards and other necessary features.

Business Benefits

Productive Benefits

- 24x7 testing model led to reduction in test cycle time
- Automated regression testing
- Quick ramp up and ramp down of resources
- Perfectly synchronized on-site/offshore set up
- Complementary on-site/offshore time zones improving the time-to-market situation
- "One-stop shop" for providing dedicated resources for Managed Testing Services
- Skilled rational automation resources

Quality Benefits

- Assurance of business requirements with established Requirement Traceability Matrices
- Proven and unique methodology for testing
- Standardization of automation tools
- Continuous process improvements

Cost Benefits

- Improvement in delivery of business requirements
- Reduced costs and time by internally managing resources
- Flexible staffing based on resource load variations
- Higher cost reduction due to low on-site ratio
- Compressed time to market to provide early ROI
- High automation gains

About Xavient:

Xavient Information Systems, headquartered in Simi Valley, CA is a major provider of global IT and engineering services and solutions focused on the telecommunication industry. Xavient's array of IT services include strategic consulting across product & vendor evaluation, business process re-engineering, outsourcing & off-shoring; product implementation & support; custom solution development and IT professional services. Xavient leverages its proven expertise in Onshore/Offshore delivery models with centers of excellence in Application Development, QA & Testing, Managed IT Infrastructure services and IT Application & Production environment support.

Locations: California | Georgia | Colorado | Washington | NOIDA

For further information please write to:
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