

Leading European Telecoms Operator

Offshoring Quality Assurance and Testing activities through a Managed Testing Services partnership.

Summary

This major European telecoms and ICT company constantly strives to reduce cost and improve the quality of its IT. Through a structured Managed Testing Services (MTS) partnership deal, Sogeti contributes to achieving this goal in the area of Quality Assurance (QA) and Testing. Under a multi-year contract, Sogeti is undertaking a range of QA and testing activities at its Global Test Service Centers, using the most appropriate facilities: onsite when required, and offsite and offshore where possible. This has resulted so far in significant cost savings, together with dynamic performance and quality improvements.

The Client

This company provides high-quality fixed and mobile telephony, Internet and digital television services and products, and is an all-round provider of ICT services for consumers. It also provides an array of innovative and reliable services for business customers, including telephony, Internet and data traffic/management through to the management of ICT services. It has more than 40 million customers across

the Netherlands, Germany and Belgium and is publically listed.

The Challenge

In 2006, the client decided to focus more closely on its primary markets and core business. For supporting processes including IT, it chose to move towards increased business process outsourcing and build a central IT organization. This entity has overall control of IT governance, while all IT delivery and execution is outsourced to a limited number of external partner suppliers. Its objectives were to rationalize all IT processes, improve operational performance while reducing costs and shorten time-to-market. This would be achieved through leveraging suppliers' best practices, effective contract management, dividing work between the best performing suppliers, and reducing the number of contractors. The client invited full-service test suppliers to tender for a complete managed testing service, to take system and end-to-end test

“Sogeti, as our strategic QA and Testing partner, has over the years helped us to achieve all those goals through the test centers in Europe and India. By applying the right metrics, we have been able to improve not only the quality of the delivered software but also the efficiency of our software delivery processes – both very important in the competitive telco markets.”

IT Manager: Consumer Markets

“The test partnership with Sogeti offers us the opportunity to meet our test objectives, improve quality, flexibility and lower costs for testing. By offshoring an important part of the testing activities, we have identified and realized substantial savings.”

Manager: Test Execution



Performance driven. Quality assured.

responsibility for all domains, programs and competencies – an important component of the IT performance. The main criteria for selecting a test partner were innovation, continuity of operations and teams, volume, and a commitment to work on a fixed price/fixed result basis. Sogeti was already a proven supplier to the client, setting up and staffing the client's own test centers, providing project test resources, and so was selected as one of two partners on a multi-year contract.

The client's deciding factors were:

- Sogeti's ability to combine IT professionalism with local and offshore facilities.
- Sogeti's capacity to reliably provide large-scale IT services and specifically testing services.
- Sogeti being a part of the wider Capgemini Group.

The Solution

The core of Sogeti's winning proposition is their MTS framework, tailored to the client's specific requirements, based on three important concepts:

- **Commitment to the client's business objectives**, using Sogeti's TMap NEXT® methodology – Business-driven Test Management
- **Use of test lines dedicated to applications chains**. Test teams, brought together in client-specific test lines specifically for the client, are resourced and managed by Sogeti and designed for maximum efficiency of test processes and flexible capacity. The client's test lines offer stable, high-quality testing, continuity of knowledge, flexible capacity and a cost-effective way of working.
- **A client-dedicated combination of onsite, offsite and offshore test teams**. By designing and executing tests where necessary at the client's sites and where possible offsite or offshore, Sogeti can provide a pool of high quality talent and meet the high demand for qualified test capacity and contribute significantly to the goal of reducing costs.

The agreement includes test management, migration to dedicated highly-automated test lines, developing a test demand/

supply model and knowledge transfer, and is focused on system, end-to-end and acceptance testing, as well as test performance improvement. The contract is underpinned by comprehensive KPIs focused on the cost reduction, the degree of industrialization, and customer satisfaction.

The Benefits

There are now seven test lines in four locations, on customer site, offsite and offshore, with over 160 Sogeti testers. With Sogeti as a key test partner, the client has made significant improvements to its control of costs and quality performance.

The key benefits achieved by the client to date in this contract are:

- **Cost reduction:** structural savings of 15% have been made, demonstrated by the client's own KPIs and a reduction in overall IT development costs.
- **Transfer to Sogeti's test lines onshore and offshore** of in-house test operations, with 50% of the testing work now carried out offshore.
- **Dynamic improvement of test operations** with greater control and a shorter time-to-market.
- **Establishment of a company-wide test operation** and a more manageable number of test specialists.
- **Introduction of professional Quality Assurance**, aimed at covering the complete system development cycle.

Conclusion

The client and Sogeti have now been working together for many years, building

in sustained improvement and innovation into the extensive range of testing activities.

This focus on quality has been recognized within the wider business; a survey of stakeholders, directly and indirectly involved in the outsourcing, indicated that the client's Management valued the benefits of structured outsourced testing, and the professionalism, responsiveness and knowledge of the Sogeti test experts.

Contact

For more information about how Capgemini and Sogeti's Testing Services can help organizations achieve their testing and Quality Assurance goals, please contact your local Capgemini or Sogeti testing representative or our **Global Testing Services Sales Team**:

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About Capgemini and Sogeti

The Capgemini Group is one of the world's foremost providers of consulting, technology and outsourcing services, enabling its clients to transform and perform through the use of technologies. Present in over 30 countries, the Capgemini Group reported 2009 global revenues of EUR 8.4 billion and employs over 100,000 people worldwide. 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 one of the largest dedicated testing practices in the world, with over 8,200 test professionals and a further 12,500 application specialists, notably through a common center of excellence with testing specialists developed in India.