

Application Testing

iOPEX technologies Success Stories

Minimizing application testing costs and increasing operational efficiency for a telecommunications giant

The Client : A European telecommunications giant with operations in over 170 countries.

The Challenge

The company had outsourced its application development and test operations to 3 global vendors. This unit had now grown to over a 1000 engineers. The company was facing cost escalation per task directly linked to this expanding workforce and reduced productivity.

Objective: Golden Equilibrium

Reducing application testing costs, measured in terms of "cost per task", without compromising on the output and productivity.

Calculating Φ : Our Approach

- ▶ Implemented our OpWISE framework with deployment of consulting staff and tools.
- ▶ Analyzed the following:
 - ▶ System generated task data
 - ▶ Alignment of skill levels to technical requirements of test process
 - ▶ Experience and productivity
 - ▶ Correlation between compensation and productivity
- ▶ Formally presented findings & observations and suggested recommendations for skill alignment and test process changes

Based on our recommendations, certain fundamental changes were implemented in technology deployment and operating procedures.

Engagement model employed-
Consult/Implement

Φ Effect

- ▶ Reduction in staff count by approximately 23% for same output
- ▶ Reduction in overall cost of QA / Test expenses by 27%