

APPLICATION SERVICES - A MANAGED SOLUTIONS SERVICE



Application Services: QA & Testing Solutions

Client: Top Wireless Giant

Client Situation

As one of the most highly regarded telecommunication organizations in the world, this client has multiple testing departments within its organization that supply quality control expertise for its billing and customer care application development and testing. These applications provide maximum customer service levels that are vital to day-to-day business operations.

Within the organization, there are implementations of release changes to these applications on a regular basis. In addition, there are ongoing maintenance changes that must be coordinated with the changes in the release cycles. Recently, mergers with other companies have caused the organization to expand their functionality as well as combine the acquired organization's functionality into the existing application's structure. All of this activity requires careful planning for the testing organization and spikes of activity requiring skilled resources to help the client with the testing effort.

SYSTEM ENVIRONMENT

Multiple technical environments including web-based, client/server, and mainframe.

COMSYS Solution

COMSYS provided a supplementary team of resources which included specific subject matter expertise and test support for the client's customer care and billing application releases. These releases are critical in providing uninterrupted services to the client's large customer base during major software changes. This includes major updates to the software itself and consolidations of functionality due to acquisitions of other telecommunications providers.

COMSYS' team of professionals performed testing in various projects over time within the functional and regression test areas. In addition, there was coordination with other internal groups to ensure proper handoff and success in final delivery.





These are some of the key areas in which COMSYS assisted our client:

- Worked directly with clients to understand project scope, overall project objectives, and team assignments.
- Analyzed existing system requirements and worked with client to understand and assist in defining test approach and test coverage to meet overall project goals.
- Worked with client's project managers to identify and mitigate risks as it applies to testing.
- Assisted in developing test cycle entrance and exit criteria, estimates, and timelines.
- Used appropriate testing tools and methodology in accordance with client's testing practices.
- Designed and executed test cases as well as documented and prioritized defects while ensuring that all defects were resolved.
- Logged system defects with adequate detail to assist in root cause analysis of problems.
- Provided test support and/or verification during defect resolution and implementation of system changes to production.
- Ensured proper archival of testing artifacts, test plans and results, and other project documentation for each release cycle.

In addition, there was coordination with other internal groups to ensure proper handoff and success in final delivery.

Due to the project's success, the client also recognized COMSYS by expanding its responsibilities on this and other new projects.

Benefits to our Clients

The COMSYS approach provided the following benefits:

- Skilled team of testing professionals
- Proven processes and procedures
- Innovative ideas for designing more effective testing artifacts
- Daily tracking and reporting of defects
- Proactive communications among internal and external groups

For More Information

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