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CUSTOMER STORY – TELECOMMUNICATIONS

Successful acquisition

SQS Health Check supports merger of two organisations' testing work streams

Background

SQS recently undertook a quality and test process Health Check for a major telecoms provider following their acquisition of a rival mobile communications company.

The objectives of this exercise were to:

- provide an understanding of the current test process maturity within the organisations;
- provide findings and recommendations on how to move towards a single best practice quality and testing process;
- identify tactical process improvements that can be quickly introduced, allowing areas of testing to mature;
- propose longer term strategic initiatives for sustained test process improvements;
- propose a set of actions and roadmap for implementing the suggested process improvements.

Challenge

SQS were engaged to assess the testing capabilities of both organisations and recommend strategic and tactical test process improvements that would enable integration of the disparate testing work streams in the merged landscape. Key to this delivery was also providing a pragmatic and achievable implementation plan and roadmap with tasks, activities and deliverables aligned to recommended improvements.

Solution

SQS delivered a Health Check across both organisations. This provided an independent 360° review of testing processes and procedures and identifies ways to enhance the efficiency and effectiveness of testing. The HealthCheck is based upon best practice and experience garnered over 30 years' experience in the software testing industry.

It is a flexible solution that can be focussed on particular areas of concern, risk or opportunity. SQS ensured that consultants with appropriate skillsets were matched to the specific requirements of the Health Check; from both a testing and a telecoms perspective.

The SQS Health Check has three stages:

- Preparation and kick-off: where the scope is agreed and key stakeholders identified.
- SQS Health Check: interviews, discussions and collateral review.
- Report & recommendations: a detailed report and a presentation detailing key findings, recommendations and way forward.

The SQS Health Check is built on top of PractiQ®; which is SQS' best of breed proprietary test methodology. The PractiQ® methodology details the standard best practice approach to SQS delivery and provides a breadth and depth of tried and tested collateral that can be utilised in the implementation plan.

Benefits for the Customer

The SQS Health Check identified risks and issues with the testing undertaken by both organisations. These are presented objectively, backed up and supported by evidence obtained onsite.

SQS also provide the solutions which will mitigate the negative business impact.

Examples of benefits accrued as a result of implementing the SQS Health Check recommendations included:

- A maturity mapping of testing and quality assurance throughout the two organisations supported the production of a **test alignment roadmap**.
- Increased levels of **control** over risk through the development lifecycle through the implementation of centralised test governance.
- **Standardised testing** throughout the organisation driven by a single test policy and test strategy will ensure that there is a direct connection between IT risk management and business objectives.
- The implementation of a measure of **testing effectiveness and efficiency** enabled informed decisions about the most appropriate size and shape of testing services within the organisation.
- The adoption of **risk based testing** techniques focusses time and resources on key business functionality.
- The increased use of **automation** to drive an increase in test throughput to reduce testing costs and improve application quality.

Contact

If you are interested in SQS' service offering regarding testing and quality management for the Telecommunications industry, please do not hesitate to send us an e-mail: info@sqs.com