

Independent Validation Services

Why does software collapse but bridges don't?

Doomed by downtime: Will you click and wait? Or find a new provider?

Salesforce.com, a provider of “on demand” CRM systems has high availability. Yet they faced customer wrath when their system crashed for a few hours in December 2005. Customers complained: “This is not just an inconvenience. We’re losing sales.” Many panicked and contemplated alternative approaches.

Today, your software is the bridge to your customers and partners. The availability, reliability, performance and security of your applications are key to your success. You cannot afford to let it collapse.

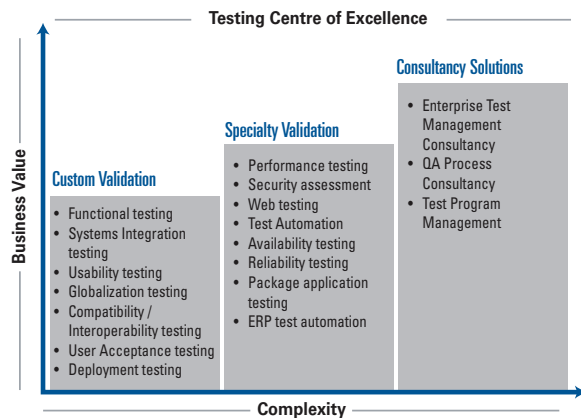
Infosys' Independent Validation Services focus on enabling your business to function with minimal disruption. We optimize your business outcome by ensuring that your applications have near-zero defects.

We test every transaction optimally, from all angles, to ensure that your applications do not slow down your business. Our services use rigorous validation methodologies to deliver high quality applications.

Need for Independent Validation	Advantage Infosys
<ul style="list-style-type: none"> • With the advent of the internet, organizational processes have been exposed to business partners. More and more transactions are being completed online. The price of failure is high: Defects impact revenue, profits and customer loyalty. The need for robust testing has never been more pressing. • An independent validation team ensures that quality is not a casualty as development teams look to conserve budgets or expedite delivery. • Testing has become a critical, specialized activity demanding dedicated practitioners to ensure effective validation. • Shrinking budgets demand innovative approaches to ensure quality. 	<p><i>“In 2004, out of every 100 projects, 51 projects were challenged — meaning that they were over time, over budget and/or lacking critical features and requirements” - The Standish Group CHAOS Chronicles report 2004</i></p> <p>Infosys' Independent Validation Services ensure that you achieve better results. We give you “Enhanced Delivery Confidence” with a “Predictable Time-to-Market” and a lower TCO.</p> <p>Quality Enhanced delivery confidence arising from:</p> <ul style="list-style-type: none"> • An ROI-based Validation Strategy that results in applications that are 95%-99% defect-free • Career testers with specialized skill-sets and extensive knowledge of domains and testing methodologies • CMMISM L5 compliant test processes/practices • Continuous test process improvement through metrics-based governance • Independent assessment <p>Time Predictable time-to-market arising from:</p> <ul style="list-style-type: none"> • High estimation accuracy through a test case based estimation model • Longer testing cycles by using Infosys' GDM • Improved efficiency and productivity gains via automation, using automation frameworks and tools • De-risking deadlines using a ROI-based testing strategy <p>Cost Lower TCO arising from:</p> <ul style="list-style-type: none"> • Lower maintenance costs resulting from lesser number of defects released to production, enabling higher spend on design of feature-rich applications • Lower defect density resulting in improved user productivity • Faster time-to-market
<p>What our clients say</p> <p><i>“I would also like to draw notable attention to the Test Automation process that was initially introduced in January by the Infosys team. ... we have become the envy of our peers in the Bell IT Team, as we have reduced our testing time by 85% and continue to remain bug-free in 2005.”</i></p> <p style="text-align: right;"><i>Lesley-Anne Penney, Associate Director of Retail Applications, Bell Canada</i></p> <p><i>“I would like to acknowledge a significant milestone for SIT - reaching 20,000 passed test cases ... this is still a major achievement. I'm not aware of any project or implementation that has executed and passed this many test cases. It is certainly the largest testing effort that I've been a part of. ... It's rewarding to see the team respond with the leadership and dedication “</i></p> <p style="text-align: right;"><i>SVP, A leading Financial Services Company</i></p>	

Service Offerings

Our offerings fall into three broad categories, as shown here:



- Custom Validation – Addresses the basic testing needs of organizations, such as functional and integration testing.
- Specialized Validation – Addresses the finer aspects of testing such as performance benchmarking and ERP test automation.
- Consultancy Solutions – Addresses the strategic needs of organizations such as enterprise test management and test process improvement.

The key offerings, under the 3 different categories, include:

Functional Testing: Functional testing means validating that an application conforms to its specifications and correctly performs all its required functions. It entails a series of tests which ensures that the business process functions in the desired manner.

Performance Testing: Businesses run the risk of losing revenue and productivity when the performance of their applications degrade or when their end-users experience downtime. Infosys helps organizations to identify performance bottlenecks early on and enables them to avoid project failures caused by large user loads.

Test Automation: Effective testing of software systems is often a casualty, as firms rush to go live in the shortest possible timeframe or look to conserve budgets. Test automation helps to bring down the tedium of manual testing and speeds up regression testing. It also eliminates the risks associated with human errors.

Testing Centers of Excellence: Enterprises are building dedicated quality teams focused on quality assurance. Infosys' Testing Center of Excellence (TCoE) solution is a comprehensive framework that enables enterprises to implement strong quality processes and drive down the cost of quality. It comprises strategic assets (people, processes and technology) tied together to realize the vision of a centralized quality organization.

Testing Center of Excellence enables organizations to scale up existing testing services and offer new services with higher quality, compressed delivery time and reduced cost. These results contribute to quantifiable improvements in customer satisfaction with the IT organization.

QA Process Consultancy: A large number of organizations either do not have effective QA and testing processes, or more often, face challenges in consistent deployment and/or effective measurement. Infosys' QA Process Consultancy services help you to implement best practices/ methodologies applicable to your organization and benchmark your processes against the best in the industry.

Allied Services

Technology Consulting

We work with you to develop implementable architecture solutions that help you leverage technology to enable business strategy. Our solution helps you achieve a balance between IT Effectiveness and business innovation.

Application Development

Helps you develop turnkey solutions with a faster time to market and a lower Total Cost of Ownership. The service ranges from building a business case to assessing portfolio to designing solutions to building and implementing the solution.

Process Consulting

Strong quality processes are the key to delivering reliable, usable software within scope & budget commitments. Infosys can help you put in place robust processes to increase productivity, shrink cycle time and enhance customer satisfaction.

Infrastructure Management

Our range of services is geared to keep your operations running smoothly and reduce costs. Services include infrastructure planning, auditing, data center and application management and help-desk services.



Building
Tomorrow's Enterprise

About Infosys

Many of the world's most successful organizations rely on Infosys to deliver measurable business value. Infosys provides business consulting, technology, engineering and outsourcing services to help clients in over 30 countries build tomorrow's enterprise.

For more information about Infosys (NASDAQ:INFY), visit www.infosys.com.

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