

Case Study



Centralized testing boosts productivity by 17% for a leading telecom service provider

The client faced challenges in quality assurance due to the geographical spread and complexity of its IT environment. Infosys' independent validation services combined with the Global Delivery Model helped the client to achieve significant gains in service delivery levels and reduce cost of operations.

The client

The client is a leading provider of high-speed DSL Internet access services in the US. A Fortune 100 company with revenues exceeding \$10 billion, it serves 57 million access lines.

Challenges

The client faced critical business issues in:

- End-to-end functional integration testing in a complex IT system landscape
- Validation of the functionality for multiple applications in different environments

Infosys, which was chosen as the preferred partner, faced certain execution challenges owing to the geographical spread and complexity of the business, including:

- *Dynamic schedules*: Highly dynamic project schedules led to increased waiting time for resolving the issues
- *Connectivity*: Connectivity had to be established between the onsite and offshore teams for testing and staging

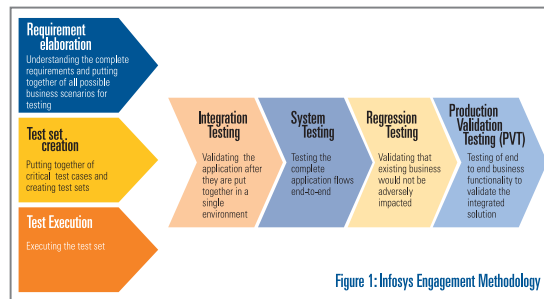
The Infosys approach

Infosys proposed its *Global Delivery Model* for executing this engagement. The work distribution between onsite and offshore testing centers was outlined using Infosys' structured 'offshore-ability' criteria. The processes were defined to:

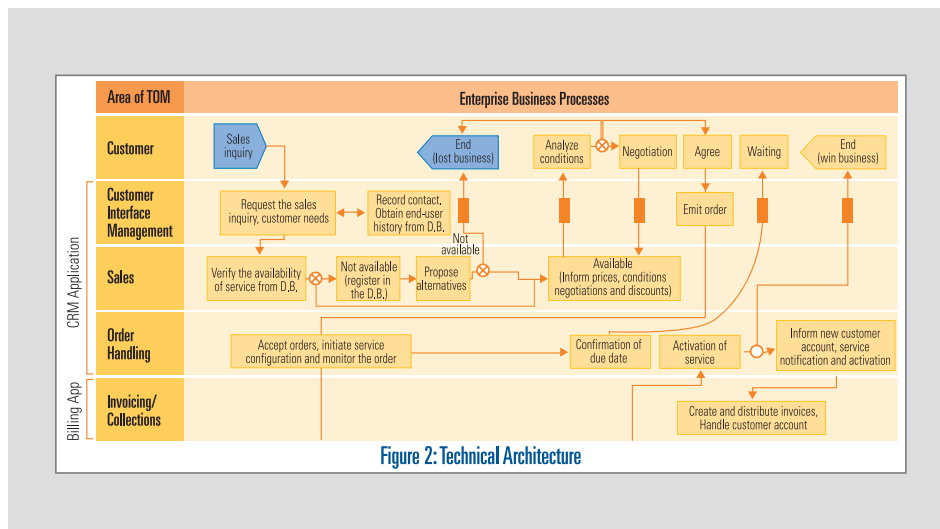
- Reduce cost of operations
- Improve service delivery level

The offshore and on-site teams were continuously synchronized through stringent processes to ensure consistent connectivity.

a) Methodology



b) Technical architecture



Metrics and measurement criteria

Three basic metrics were collected in a 'Milestone Report', which was formulated every 45 days. The report tabulated the following measurement criteria:

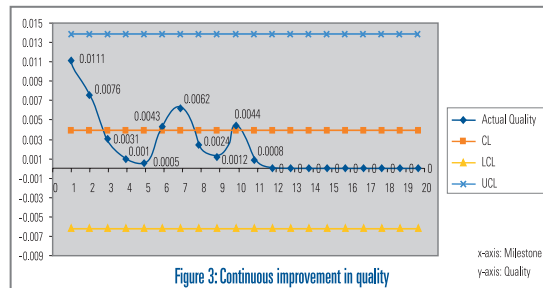
- **Quality** (number of external defects per test case): – Applicable to deliverables like test scenarios, system test plans etc. The reported value was 0.00027 (five defects out of over 18,000 test cases)
- **Productivity** (number of test cases executed per person-hour): – 1.36 (more than 15,600 test cases executed in 11,500 person-hours)
- **Defect injection rate** (number of defects injected per person-hour): – 0.00034 (5 defects injected in an actual effort of more than 14,300 person hours)

Best practices

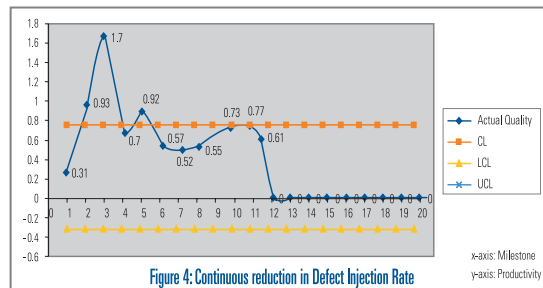
- Knowledge management initiatives across the project
- Detailed induction plan for test engineers, module leaders and project managers to help speed up the induction of workforce in the project
- Track issues in coordination between offshore/ onsite teams and track all open queries
- Monthly status report to enable tracking
- Activity planning sheet to track the weekly status
- Maintain connectivity status sheet to manage information related to connectivity between Infosys and the client systems
- Monthly newsletters
- Overtime tracker to monitor additional effort on the project
- Awards and recognitions

Benefits

- Continuous improvement in quality (3 times in 6 months and over 11 milestones) due to internal review and defect prevention activities and reduction in the cost of quality



- Continuous improvement in productivity (17% over 6 months and over 11 milestones) due to extensive usage of tools and reduction in the defect injection rate



- 100% adherence to service levels



For more information, contact askus@infosys.com

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.

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