

A leading telecommunications provider consolidates and streamlines its Infrastructure E2E Testing with the help of TCS

The client is one of the world's leading providers of communications and technology services. It is committed to its mission to offer customers the maximum possible choice, by making available new products and services that would enable communications from anywhere to any device. To make their offerings robust, the company realized the need for a stringent and well-managed End-to-End (E2E) testing service, which is crucial to ensure quality and interoperability. Specifically, the company aimed to enhance the customer experience and increase speed to market while cutting costs.

Customer**Industry**
Telecom**Offering**
Assurance services

About the Client

The client is a dominant fixed-line telecommunication and broadband internet provider in the UK, and also operates in more than 170 countries around the world. Its principal activities include networked IT services, local, national and international telecommunications services, and higher-value broadband and internet products and services. The company is also one of the largest communication companies in the world, with over a third of its revenue deriving from its Global Services Division.

Business Situation

With a heritage of over 150 years, the company was keen to maintain its leadership position and hence wanted to provide an excellent customer experience, through increased flexibility and greater reliability. To meet this objective, the company is in the process of rolling out a network transformation program that would move its incumbent telephone network from the present PSTN (Public Switched Telephone Network) to an IP (Internet Protocol) system. This switch would provide new and innovative services to customers and help the company strengthen its leadership position and also add new revenue streams.

Along with the above objective, the company was also facing a more immediate priority - to improve the operational efficiency in E2E testing, which was currently being managed by multiple vendors. The scope of work entailed providing integration verification and validation testing in multiple areas including Infrastructure OSS, Network areas, transmission, IP MLS, Ethernet and next-generation access products.

As a first step, the company decided to consolidate vendors in the E2E test space to reduce spend on vendor management and build better long-term and strategic partnerships with a limited number of suppliers. The company selected TCS, based on an elaborate tendering process, to provide an E2E managed Test service for Global Services and Common Infrastructure testing. Chosen for its demonstrated capabilities and proven test frameworks, TCS' role was

to automate processes in the Test Factory and deliver end-to-end test systems integration and test programme management. TCS was also required to provide the company with a well-defined transformation roadmap of the E2E Test operations, which would help the company achieve its goals of improved operational efficiency, leading to better customer experience.

TCS Solution

TCS implemented its Managed Service Framework for E2E testing of BT's Global Services and Common Infrastructure test areas. Key highlights of this framework include:

- Managing incoming customer requests from the BT Front Door using a Service Call-Off Portal (SCO)
- Providing up-to-date reporting of ongoing test activities to customers and stakeholders via an online Program Dashboard Portal linked to SCO and HP-QC (pan-BT test management tool)
- Developing enablers for test strategy, online test scheduling methodology, test automation framework and test artefacts, along with directions on metrics to be collected and reported
- Defining the overall test process for test operations including business objectives, test planning, test design, test execution, result analysis, defect entry and reporting for various test types such as functional/integration testing, regression testing, reliability testing, non-functional testing

- Developing a test excellence team, comprising environment specialists, test architects, automation designers and subject matter experts who were responsible for creation of standards and best practices for testing, as well as formulation and continual refinement of test strategy
- Analysing and formulating a continuous improvement plan and its evaluation criterion
- Creating a well-defined transformation roadmap which is pragmatic and realistic and helps the company achieve its intended goals

TCS tapped the competence of its Testing Centre of Excellence to customise an in-house developed portal framework for multiple-level workflow management. It also leveraged its Global Network Delivery Model™ (GNDM™) to provide the company with low-cost yet high-quality resources for the engagement.

The Business Volumetric Index (BVI) Measurement Model was implemented in partnership with BT to measure and showcase the amount of work done across varied domains and types of testing with a single currency 'E2E Test Points'. This also would help TCS work with BT on a transaction-based model.

TCS was able to deliver on the transformation and continuous process improvement objectives successfully and within the stipulated deadline. Currently, the TCS team is helping to drive the E2E testing service operations across the value chain, starting from the transformation imperative, to developing the roadmap, deploying the solution and finally delivering key business results leading to future and continuous improvements.

Benefits

TCS' Managed Services Transformation program provided the company with the following benefits:

- End-to-end managed services with a metrics-based management model
- Considerable cost saving derived from
 - a well planned Transformation programme
 - deployment of the onsite/offshore model
- Committed productivity improvements over three years
- Flexibility to increase or decrease team size depending upon external business environment
- Converged operation, aligning OSS and Networks in partnership with BT
- Strong governance model with periodic reviews
- New model scheduling and configuration management portal for
 - Improving control over model configurations and providing traceability
 - Improving the transparency and efficiency of model allocation and conflict resolution

I would like to express my appreciation for the manner that TCS have transitioned the Infrastructure engagement and the subsequent transformation activities. I have been impressed by your "can do" attitude and the flexibility you have demonstrated.

- Graham Plumb,
Head, Infrastructure E2E Test

About TCS Telecom Industry Service Unit

TCS' Telecom Industry Service Unit is the largest vertical contributing higher percentage to the overall TCS revenues. With a dedicated pool of professionals and an accumulated experience and ongoing associations with world-class Telecom service providers and equipment manufacturers, TCS has acquired unique and holistic understanding of the telecom domain to offer services suited to every stage of the business life cycle of our customers.

TCS helps wireline, wireless, broadband and cable, redefine their markets with innovative solutions that help them become more agile, reduce fixed operations costs, improve profit margins, and introduce next generation services. TCS sets customers apart from their competitors with instant access to industry solutions, best-in-breed technology, assets and frameworks.

Contact

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About Tata Consultancy Services (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that delivers real results to global business, ensuring a level of certainty no other firm can match. TCS offers a consulting-led, integrated portfolio of IT and IT-enabled infrastructure, engineering and assurance services. This is delivered through its unique Global Network Delivery Model™, recognized as the benchmark of excellence in software development. A part of the Tata Group, India's largest industrial conglomerate, TCS has a global footprint and is listed on the National Stock Exchange and Bombay Stock Exchange in India.

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