



# CASE STUDY

a global vision for software testing

## Flexible Resourcing

**Client Type: World Leader in Mobile Telecoms**

### Background

After establishing a web based email portal for the UK arm of their global mobile telecoms company, the Client wanted to upgrade the functionality to include calendar and address book functions. This in turn would lead to the ability to synchronise data from handsets with the portal in a later project.

### Benefits

The benefits of the TCL solution were:

- Change requests were occasionally required but in general the ebbs and flows of the project were evened out by a collaborative management style with the Client
- Ground rules and expectations were established with the 3rd party systems integrator that were further used on the next two developments
- Risks were managed away from the Client environment to provide a more efficient route to completion of the project
- The budget for the testing part of the project was not exceeded
- Client processes and procedures were improved and updated
- Language and cultural barriers were transcended by the introduction of fluent French speakers into the TCL team
- Flexibility and pragmatism were demonstrated throughout the project which enabled the delivery to be the highest priority
- The Client was very happy with the delivery from TCL and has since engaged us to complete three further developments around.

### Challenge

The challenges for TCL in undertaking this work were as follows:

- To meet all the testing requirements for the project under a fixed price contract
- To liaise with and control a third party system integrator based in France
- To establish the ground rules with all suppliers in readiness for two further upgrades
- To manage and control the testing activities from four business areas
- To do so within a newly established testing process that was not fully accepted by either suppliers or across the client business areas
- The project was important to the client that it established a level of functionality within the portal that would be utilized by a launch of new handsets. The emphasis on increasing revenues through alternatives to voice streams made this particularly time sensitive.



### Solution

TCL provided a delivery focused quotation for the testing on the project under a fixed price contract. The contract formed the full scope of work and was used for both control and reporting purposes. Resources were provided to deliver each part of the testing project under a flexible arrangement working with the Client to overcome problems as they arose.

When extra resources were required to meet tight deadlines, they were provided under pre-agreed ramp up and ramp down times and where possible this potentially additional cost was spread throughout the other areas of the delivery. Core elements of the TCL in-house methodology SMarT were used to reduce the overall risk on the project and also to improve the existing test management process used by the Client.

### Why TCL?

TCL were selected for this project because of our:

- Experience of the intended solution
- Understanding of the new Client processes and procedures following a recent transformation programme
- Reputation for high quality delivery
- Pricing structure which proactively ensured budgetary control of the testing
- Mature and pragmatic management style when working with third parties and multi-disciplined teams.



TCL is an independent Software Testing and Business Consultancy started at the beginning of 2000, with offices in the UK in London, Bristol & Exeter; in the US in Burlington, Massachusetts; and in India in Bangalore.



If you would like more information about TCL or to speak to one of our consultants please contact

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