



Telecom Case Study

Testing Solutions to Telecom Industry

"I hired STC ThirdEye Technologies to help us implement an effective testing framework for software products when I came to the realization that we simply did not have the manpower or the experience to do it ourselves. STC ThirdEye completed its work on-budget and on-time, under what were often difficult circumstances in a very complex environment. Along the way they successfully implemented the framework, communicated it effectively to my technical and team leads, and worked diligently on the hardest part of the engagement, that being the rollout to the larger organization."

Head- Reputed Software Company

The Customer

The customer is the world's leading providers of state-of-the-art communications solutions, with experience in mobile telephony, convergence networks, next-generation networks and network management.

Industry Challenges

- Telecom industry has been observing technological changes with wireless network replacing the plain old telephone systems.
- Increase in digital based phone services such as integrated services digital networks (ISDN) and personal communication service need analog to digital converters and digital to analog converters on every single phone.
- A key industry challenge is achieving high quality services for the latest technologies on converge networks.
- New technologies are extremely complex to test and require more rigorous testing of these technologies.
- As telecom technologies continue to dominate the market there is a huge requirement for well trained telecom testers.

Situation

Although ICMS had been performing well, it was quickly outgrowing its hardware platform due to ongoing application and data growth. Transaction processing and batch processing had slowed down significantly over time with forecasts projecting that the gradual degradation in performance would pose a serious threat to capacity if left unaddressed. In order to meet the company's longterm business processing and disaster recovery needs, the entire platform had to be revamped. This included building a new remote backup system and migrating data from the old system to new one.

Solution

The best way to ensure the new platform would meet Telecom's growth and performance requirements was to test it exhaustively. ICMS has separate environment for Production, Staging, and Testing to validate the new system. The team found that the complexity of the ICMS hardware and software environment necessitated a staged approach to protect critical data and ensure business continuity. STC used its expertise to run multiple data offsets based on user logins within a single system. This meant that within a single environment, one developer can test processes for end of fiscal year accuracy while another developer could simultaneously complete testing the same processes a quarter into the future, while yet a third developer could still continue to develop and modify other parts of the application in the current time.

The Benefits

- Deep telecom business process and technology expertise enabled the STC team to hit the ground running, minimize ramp-up time, and immediately provide value to the client.
- The comprehensive gap assessment, realistic business scenarios, and test cases will enable the client to ensure that mission-critical business functions such as customer care, ordering, and billing are addressed.
- We identified different workflows in the application, as part of test plan creation; we created Load runner scripts using HTTP/HTML protocol, as part of test scripting. Executed load tests through Load Runner controllers for all scenarios in the test plan. Generated, analyzed load test reports to measure response times and identify performance bottlenecks. This feedback was given to customer development teams for further upgrades to the application. The complete set of tests were executed, number of times to Validate fixes
- Validate if the performance tuning measures provided by customer development teams adhered to the intended performance requirements of the system
- Improved quality of the application by leveraging STC's independent testing framework along with our experienced testing professional's.
- Enabled customers to self-provision and online, near real-time order-tracking.

About STC

STC ThirdEye Technology (India) Pvt Ltd, is India's largest Independent software testing organization providing End-to-End testing Services. We build and operate dedicated India-based testing centers for our customers with the latest computing and data communication technologies, and deliver our services, with high standards of security and confidentiality. Consistent qualities of deliverables under compressed time schedules enable us to get repeat business. We help Fortune 500 **ERP, BFSI, Healthcare, Gaming and Telecom** solution providers. We are ISO 9001:2000 certified organization. For more details, please visit us at www.stcthirdeye.com