



Testing Services for the Software Industry

Improving time-to-market and quality through a cost-efficient testing solution

At-a-Glance

The Company:
Leading Information Lifecycle Management solutions provider.

The Benefits:
High performance through automation, increased defect discovery rate in early stages and cost reductions through a maximizing Nearshore advantage.

The Challenge:
Accelerate time-to-market and improve quality while reducing costs.

The Solution:
A Near Shore® operated Test Automation Framework.

The Client

A world leading developer and provider of infrastructure systems, software, services, and solutions that enables its customers to store, protect, optimize, and leverage their information assets.

With revenues of over \$20 billion in 2011, the Company is a component of the S&P 500, and is represented by more than 400 sales offices and distribution partners in over 85 countries, employing more than 50,000 people.

The Challenge

With an industry evolving rapidly and competition releasing new and more manageable devices with larger capacity (almost doubling every year), the challenge to release high quality and differentiated software for storage solutions to the market faster became a critical part of the overall market plan.

In addition to that, the Company needed to continue supporting previous versions and upgrading its software accordingly, which made the quality assurance and overall product release management a critical component of its business cycle.

Tim Tech Consults suggested the implementation of a suited testing framework that would enable the Client to:

- Make the QA process more efficient; achieving faster time-to-market with no critical defects.
- Implement a centralized Knowledge Base and develop a solid Knowledge Transfer process; a critical component, considering the complexity of the technology, limited availability of resources and lack of documentation.

The Solution by Tim Tech Consults

Tim Tech Consults defined and implemented an Automated Testing Framework that included people, processes, methodology and tools which were made to size for the Client's needs. The framework provides a fully automated regression test team, which fits into its product development life cycle and is able to test over multiple platforms and versions in early phases during development. Furthermore, it brings a mature test strategy for the Company's products, assuring defect detection rates of 99% or higher.

Tim Tech Consults developed an internal Knowledge Base and self-sufficient Knowledge Transfer strategy program specialized for massive storage devices and drivers knowledge. Additionally, the implementation of the Near Shore® model provided the flexibility to have the team members on site and Nearshore depending on the customer needs.

The project comprises a team of 49 people, and a local test laboratory at Tim Tech Consults's facilities in Mexico which includes the Client's manufactured hardware and software components.

The Benefits

- The solution, which addressed the first tier of the multi-tier QA strategy implemented by the Client, made the phase managed by Tim Tech Consults the most effective QA stage, detecting the majority of the defects in the early stages of the product life cycle, thus improving the end product.
- A high defect discovery rate in the early stages of the lifecycle makes a tremendous impact in the cost of product support for this Client. The earlier the defects are discovered, the bigger the cost savings.
- Since the solution was implemented, the Client has not reported severe defects released into the final phase, nor to the market versions of its products.
- Ability to replicate the Client's lab in Mexico (Tim Tech Consults's Monterrey Global Delivery Center), which significantly reduced the customer's indirect costs.
- Overall impact of the testing framework translates into faster time-to-market, a better product, at a lower cost.
- Overall management and outsourcing program has matured faster due to the nature of the Near Shore® model's interactivity and flexibility.
- Overall customer experience improved for the Client due to high interaction with Tim Tech Consults.
- Adoption of automation culture across the organization.
- Successfully automated regression tests, which allowed the Client to use its own experts in higher value functions.

The Voice of the Customer

“ (Tim Tech Consults's specialists) have worked very effectively as part of the team completing a set of complex tests allowing our Company to meet a very aggressive feature delivery schedule to QA.

Due to their efforts, we achieved this milestone which allows the Company engineering to target a Q3 release date for a product that will generate significant revenue for The Firm. ”

About Tim Tech Consults

Founded in 2010, Tim Tech Consults is an African leading provider of process-driven IT solutions with 10 years of Expertise in 3 Offices in East Africa with 15 Global Delivery Centers on the Global, Tim Tech Consults helps improve time-to-business-solution, lower costs of existing applications, deliver better engineered and tested applications, and produce predictable outcomes for top-tier corporations in over 5 countries. Through on-site, on-shore and its trademarked Global Nearshore service delivery models, Tim Tech Consults teams with CIOs to constantly increase the business value of IT. Tim Tech Consults is the creator and a leader of the nearshore industry.