



Case Study

A leading provider of wireless communications requires assistance with relocating QA operations and establishing new QA initiatives

Client:

A Leading Provider of Wireless Communication to the U.S. and to Global Markets

Industry:

Communications

Service Offering:

Component Services

- Application Services
- Quality Assurance & Testing
- Outsourced QA & Testing



The Situation: A leading provider of wireless communications in the U.S. and globally, made a strategic decision to move QA and testing activities for several dozen applications from one location to another corporate location. The client was motivated to relocate the primary QA operations to reduce costs and increase efficiency in its current testing processes by localizing the team. Utilizing the new corporate location would enable the client to consolidate testing activities in one geographic region and take advantage of a flexible off-site model of qualified QA consultants.

The Challenge: The client sought to smoothly transition the QA work currently supported by a team in the primary location to a new QA team in the corporate location through an outsourced solution.

The Response: TEKsystems®, a premier provider of technology staffing and services, responded through its QA & Testing Center of Excellence, which provided a fully outsourced testing solution and enabled a smooth transition of QA activity from the initial location to the new corporate location, as well as institute new QA initiatives. TEKsystems' QA & Testing Center of Excellence established a transition plan that provided many benefits for the client.

The new plan not only reduced costs through the new flexible staffing model based on project need, but also lowered costs through the use of off-site labs that streamlined the QA process and reported through a single vendor. This led to predictable and cost-effective pricing for QA services, which consequently reduced costs through a QA model that supported the use of off-shore resources and eliminated the client's need to hire and administer temporary staffing. The new model also provided support for the client's process improvement initiatives as a non-billable service because resource management and project oversight were provided as non-billable services. This was achieved by high-quality personnel with targeted skills provided by TEKsystems' QA & Testing Center of Excellence.

The Result: As a result of this engagement, the client was able to phase out all QA activity in the previous location and establish a new QA group with all QA activity at the new corporate location. The support of QA processes was enhanced with greater efficiency and cost reduction in application testing support through the implementation of an off-site testing lab.