



Case Study

Commercial mortgage firm required outsource vendor to implement program to reduce their quality assurance and testing costs

Client:

A Commercial Mortgage Lending, Investment, and Portfolio Management Firm

Industry:

Financial Services

Service Offering:

Component Services

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



The Situation: A large commercial mortgage firm that invests heavily in technology and relies on high-quality software for success and operates in a highly competitive, market-driven environment sought assistance with their quality assurance and testing challenges. Previously, the client operated as a subsidiary of a large company that decided to spin-off or sell the business, and as a result, was pressured to reduce costs and overhead while maintaining or increasing their business advantage.

The Challenge: The client's IT department increasingly utilized off-shore software development resources and sought an outsource vendor to implement a program that would reduce overall QA & Testing costs through the effective use of off-shore services.

The Response: TEKsystems®, a leading provider of technology staffing and services, responded through its QA & Testing Center of Excellence and agreed to undertake an aggressive four-year plan that had goals for each year aiming to increase the percentage of off-shore work, while decreasing the cost of QA & Testing. Because the client had a project mix that included many small and medium sized needs with only a few large projects, the effort included a program of SDLC process improvements aimed at increasing and standardizing lines of communication. This was a pre-requisite to the regular use of lower-cost off-shore resources.

TEKsystems' plan began with the implementation and hosting of Mercury Interactive's Test Director/Quality Center tool for test process management and defect tracking. Following was the immediate inclusion of TEKsystems' QA & Testing Center of Excellence off-shore test team and other low-cost on-shore test teams as regression testers for use in conjunction with well-defined manual test suites. These teams collaborated with the client to develop and implement SDLC and QA process improvements designed to streamline communication among BA, development, and QA resources. Finally, the transfer of increasing numbers of systems was brought to off-shore teams.

The Result: As a result of this engagement, TEKsystems improved the cost-effectiveness of the client's Quality Assurance by exceeding annual targets for off-shore work and cost reductions, while increasing the level of testing and test coverage for each year of the engagement.