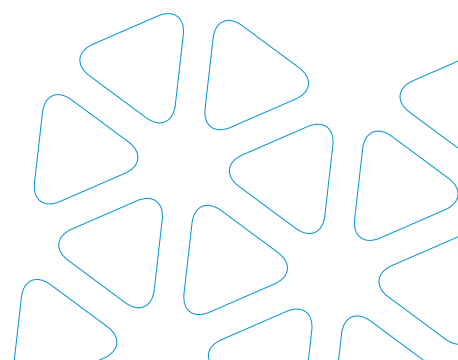




Scaling Ambition

A STORY OF OWNING CHANGE



Automation fuels national expansion

Our client leads the telecommunications industry as the third-largest multichannel video service provider in the U.S. The broadband provider was on the cusp of a major expansion: launching services in 28 new states.

THE PROPOSITION:

Scale with speed

Primed to quickly expand their regional footprint, our client had a vision: Build a national in-market testing capability to perform robust testing in new markets—and move to a more holistic testing approach to elevate speed and transparency into product and services performance.

OUR PROPOSAL:

Fast track to automation

To nearly double their footprint and customer base, they needed to quickly test product feasibility and performance across the country. Under the leadership of our Continuous Testing practice, we developed an aggressive—yet flexible—plan to fuel rapid expansion. A crucial element of the strategy was building five testing centers across the U.S.

To nearly double their footprint and customer base, they needed to quickly test product feasibility and performance across the country.

POWERFUL PARTNERSHIP:

Tandem climbing

Ambition, activated. To achieve our client's product rollout timelines, we helped them develop a risk-based testing model and executed the highest priority tests. We worked side by side with their testing and development team to scale up testing quickly, executing up to 60,000 tests during a peak month and identifying code that needed refactoring. We also partnered closely with our client to identify equipment needs, and coordinate equipment purchase and installation for the testing centers.

Real-World Results

Our client ramped up testing for a product base that grew from 25 to 50 million subscribers. But their ambition didn't end there—they wanted to operationalize the program for long-term success. As we performed the testing, we leveraged automation strategies to build an automated testing platform, largely using open source technologies to keep licensing costs down. We also helped our client define and set benchmarks that equip them to build continuous improvement into their program.

While the extra testing capacity fueled our client to enter new markets quickly, the long-term win is a mature end-to-end testing function that will help the company innovate in new products, services and markets. Designed from the start for tremendous growth.

60K

tests performed at peak

<5%

defect leakage rate

5

in-market testing facilities
built across the U.S.

About TEKsystems

We're partners in transformation. We help clients activate ideas and solutions to take advantage of a new world of opportunity. We are a team of 80,000 strong, working with over 6,000 clients, including 80% of the Fortune 500, across North America, Europe and Asia. As an industry leader in Full-Stack Technology Services, Talent Services and real-world application, we work with progressive leaders to drive change. That's the power of true partnership. TEKsystems is an Allegis Group company.

Experience the power of real partnership. [TEKsystems.com](https://www.teksystems.com)