

High end testing services for Sicap

AREA OF COMPETENCES: Testing and Validations

INDUSTRY: Telco

CHALLENGE



ADDING INGENUITY

With a wide portfolio of solutions, adaptable to each mobile operator's needs, SICAP's flexible solutions require continuous changes to live or new applications, due to both system upgrades and new implementations. Our client needed to outsource part of its testing work in two stages to reduce the risk associated with knowledge transfer while raising the level of complexity of the outsourced testing service.

Our team had to gather knowledge on customers' site about the proprietary applications, setup remote test environment and infrastructure, and perform high-end regression and functional tests for SICAP's systems and patches, based on customer's test cases.

The client also required feedback and information gathering from all the test phases, while exercising the solutions at their best, enhancing the testing process to quality feedback functionality.

SOLUTION

IP Devel put together a team of six high end testers with a relevant background in telco deliver on the phases of the project as specified.



SICAP delivered a set of trainings to the testing team to accustom them with the specific of the solution, and consequently the knowledge transfer was done in a very short timeframe, exceeding customer's expectation.

IP Devel's team was then involved in acceptance testing at a couple of SICAP project implementation sites, in very dynamic environments and project evolutions, where the flexibility of the testing team was key to timely and efficient implementation of patches, change requests etc.

To ensure that the functionality is not affected, regression manual test packs were developed and conducted for SICAP.

When the regression test pack added up many test cases, the onsite testing team used the test cases for automation of the regression testing, thus delivering the test results in a short time frame. The automated testing reduced execution times, numbers of resources allocated, testing automation in different environments, unified report testing, etc.

The onsite team authored automation scripts in accordance with coding standards validated by client, and they are now maintaining tests scripts on an ongoing basis. This phase introduced some challenges related to the technologies involved in the automation of the testing project, technologies and platforms like CORBA, Oracle, Solaris, and Shell Scripting.

IP Devel managed to deliver a successful onsite offshore model for this initiative with the support of the test team located offshore.

Benefiting from good cooperation and client communications, the testing project enabled our client to reduce time to market through automated testing, increase testing efficiency through reduction of defect slippage, access specialize resources in competitive cost range, successfully mix manual and automation testing, preserve knowledge and use skilled resources on the required site.

ABOUT OUR CLIENT

A Swisscom Mobile Company, Sicap is a trend-setting software company based in Bern, Switzerland that develops and provides mobile applications and network products to some of the most recognized mobile carriers.

With over 10 years of expertise in successful product development and integration, Sicap is well known in the mobile industry for providing advanced services in narrow timeframes.

Set up in 1994 as a department within Swisscom Mobile and spun off in 2000, Sicap is one of the pioneers that developed prepaid technology and also one of the first mobile application providers to emerge in the market. Sicap launched the first ever USSD Gateway and was granted a patent for prepaid roaming based on USSD callback.