Testing Applications in Telco - TELIGENT Application Server COLT

AREA OF COMPETENCES: Testing and Validation

INDUSTRY: Telco

CHALLENGE

Our client, a telecom player, wanted more qualified people to improve its testing process of one of its multi-service platform Teligent Application Server that needed to be customized for one of its client COLT (City of London Telecom).

Teligent Application Server is a multi-service platform for convergent solutions used in fixed, mobile or next generation networks and runs everything from IN systems to Soft Switches for multimedia communications. Also, they approached us to have access to gain improvement ideas of their product (adding new functionalities/access to certain features/platform management), ensure their services quality, and gain access to resources and expertise.

SOLUTION

Before testing the application, we have started by having a clear understanding, analysis and overview of the platform. The application delivered to customers being part of fully customized solution, we also had to split the testing team in Romania in project-based groups in order to work closer with the remote projects teams in Sweden.

First, an analysis was required of the functional specifications belonging to different features: Access Screening, Number portability, Network Routing, Service Selection and Hand-over, Number translation.

Second, we wrote the testing specifications for functional and acceptance tests and developed the specification: graphic interface tests and call handling tests. Then, we made an up-date and review of the functional specifications.

By working in iterations and having a release, we had code freeze with release notes that showed what features were added vs. the previous release. We had to test the bugs from the previous release and behavior of the future ones. Before starting the release we were making a sanity test in order to see how stable the release is. Bug reporting was done in JIRA followed by a validation.

During Regression Test we were verifying that the new added functionalities are not affecting the new implemented functionalities. Using Customer Acceptance Tests we were supporting the customer with our expertise and we were interface between Teligent and customer for acceptance issues.

During the testing and validation process the following technologies were used:

- JAVA 2 EE
- MYSQL
- CALL HANDLINGS APPLICATIONS
  (tested with tools owned by Teligent: P90 Workstation, System Management Console)

As main benefits for the clients, we can mention significant reduction of development cost, stable processes and qualified testing methodologies and stable processes, quantification possibility and process control through SLA, access to resources with experience and know-how, flexibility in collaboration and resource optimal allocation.

ABOUT OUR CLIENT

Teligent is a player in the value added services segment of the telecom industry, by offering to telecom operators comprehensive and flexible solutions. The company is listed on the Stockholm Stock Exchange and has offices in Brazil, France, Germany, Malaysia, the Middle East, Morocco, Philippines, Russia, Scandinavia, Singapore, Spain, UK and USA. The company has its Head Office in Nynäshamn (Stockholm), Sweden.