

TESTING

TELECOMMUNICATIONS

SUCCESS STORY

Client

Our Client offers a complete array of Voice and Data related services to all of Canada. In an attempt to enhance their ordering systems the company reached out to TimelessMIND to find a solution to the ease process of ordering online.

Business Challenge

Our client wished to provide their Enterprise and Wholesale customers with easier-to-use ordering forms for Data services, with the objective of encouraging the customer to use this new on-line avenue to order from our client. They also wished to standardize the ordering process and workflow for a given set of data by implementing an initial business process management (BPM) infrastructure and using that infrastructure to capture key legacy order information, monitor Service Request status and provide Service Request status to customers & Change Requests.

Solution and Results

Even though our team was called in mid cycle through this project we were able to quickly pick up the pieces and get to work. We were able to meet the challenges associated with such a big project, working with several teams. Clear and concise quality assurance strategies were developed, which we adapted to fit the specific customer needs while jointly aligning test plans and subsequent test cases.

Taking the mantle of responsibility we were able to bring the project under control keeping the scope manageable and the quality high; while still managing to maintain a steady output.

A key differentiator of TimelessMIND is that we have the ability to take full control of the testing processes. If the client is short on man power, we jointly develop the test cases then independently run the test cases from front to back and allow them a final testing pass. It is our policy to have strict controls regarding any offshore testing with dedicated near shore quality testing personnel.

Keys to Success

One of our keys to success was our internal QA process which validated each release before it reached the hands of our customer. This resulted in a very low return rate for defects. Our test team worked closely with our Bell counterparts helping them to understand how the system worked which helped keep false defects from being logged. Honing this close relationship with our customer really helped pave the way for this success.

The success of this project led our client to plan for no fewer than two future releases of the same project in order to expand the functionality of this solution.