

CASE STUDY

infopulse



Dedicated QA Team & Consulting for a Global Telecom Company

Creating a Strong QA Competence and Providing
Full-scale Testing Solutions for the Customer

Client: Multinational Telecom and Networking Service Provider

Industry: Telecommunications

Location: Scandinavia

Employees: 95,000+

CLIENT BACKGROUND

A global telecommunications service provider that creates advanced software and infrastructure solutions for telecom operators. The company also produces high-end networking equipment and offers a broad spectrum of valuable business support services within the telecom industry.

BUSINESS CHALLENGE

The client's primary business goal was to test a newly developed digital billing system. By cooperating with Infopulse, the provider found needed test competence and support in resolving a number of challenges related to QA practices. The major problems were to:

- Assemble and train a team of QA experts;
- Execute a series of important QA processes;
- Establish the needed system configuration and provisioning;
- Improve various aspects of project management.

SOLUTION

Infopulse formed a dedicated team of QA experts whose task was to resolve the client's business challenges and implement end-to-end testing of the billing system. QA experts of Infopulse built a test strategy from scratch and managed to:

- Develop precise testing strategies and plans through the entire project timeline.
- Built an advanced competence center with relevant workshops and consulting services.
- Conduct a full spectrum of testing services, including test tool design, end-to-end, automated, manual, non-functional, integrated, ad hoc tests as well as infrastructure deployment and management.
- Coordinating a large international team of QA experts, with 85 engineers based in Ukraine, India, and Scandinavia.
- Re-design the legacy migration testing strategy and apply an accurate comparative performance analysis after the migration.

TECHNOLOGIES



BUSINESS VALUE

The solutions delivered by Infopulse have significantly improved the customer's QA practices and contributed to their business success by:

- Creating a strong QA competence and forming a proficient testing team for the customer.
- Establishing a transparent QA process environment for every project participant.
- Conducting flawless functional and non-functional testing that resulted in maximum efficiency of the digital billing system.
- Setting up continuous testing processes that resulted in faster feedback and better software quality.
- Introducing an expert appraisal system that accurately evaluates various aspects of employee performance.
- Providing efficient business process outsourcing (BPO), including QA processes and project management services.



ABOUT INFOPULSE

Infopulse, part of the leading Nordic digital services company TietoEVRY, is an international vendor of services in the areas of Software R&D, Application Management, Cloud & IT Operations, and Cybersecurity to SMEs and Fortune 100 companies across the globe. Founded in 1991, the company has a team of over 2,000 professionals and is represented in 11 countries across Europe and North America. Infopulse is trusted by many established brands, such as BICS, Bosch, British American Tobacco, Citrix, Credit Agricole, ING Bank, Gorenje, METRO Cash & Carry, Microsoft, Mondelez, OTP Bank, Raiffeisen Bank Aval, SAP, UkrSibbank BNP Paribas Group, VEON, Vodafone, and others.

For more information, please visit

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