

2014 Awards of Excellence Honorable Mention



Application Development and Delivery

Ammar Bhutta, Amdocs

Testing automation increases coverage, reduces time-to-market, unifies enterprise

Application Lifecycle Management

High-level overview: Using HP, Amdocs has realized the following benefits:

- 90% increase in testing coverage, by automating manual processes
- 35% reduction in time-to-market
- Improved software quality; increased production stability
- Unified automation infrastructure enterprise-wide, early defect detection, prevention of revenue leakage
- No compromises on testing cost-efficiency, duration, or quality (time to value and cost of quality)

Company: Amdocs provides software and services for service providers in the communications, media and entertainment industry. Its extensive product and portfolios enable service providers to simplify and personalize the customer experience, harness and capitalize on data, stay ahead of the competition with new digital services, and improve operational efficiency. Amdocs Customer Experience Systems delivers real-time integration from the device to the network, removing traditional barriers to service and system convergence, and enabling enriched customer experiences.

Contact: Ammar Bhutta is the Amdocs Project Manager who led this initiative.

Business goals: Amdocs aimed to increase production stability, stem revenue leakage, avoid the need for high-cost fixes of issues detected in production, and cost-efficiently increase its testing coverage. The company emphasizes business-driven results and innovation, delivered with deep understanding of customer business processes and priorities including quality, cost reduction, and time-to-market.

HP Software products implemented: HP Quality Center (QC); HP QuickTest Professional (QTP). Bhutta and his team created a completely data driven end-to-end approach where applications testing is automated using the Amdocs Shared Automation Platform, an Amdocs automation framework; HP QTP as the automation testing tool; and HP QC as the test management tool. The HP QTP-based framework is data driven by an Excel sheet. This Excel consists of test cases to test scenarios with all possible data combinations. A .NET based UI was created, capable of taking user input about the scenario and creating automation test cases programmatically via QTP. The strength of this solution lies in the extensive data mapping (test data repository) that helps design automated test suites with thousands of end-to-end test cases within a few minutes. The solution performs end-to-end testing that starts from customer applications, covering web and stand-alone applications along with multiple types of databases. The entire process from test cases generation to revenue assurance testing was made seamless, with emphasis on creating an end-user friendly experience. The solution provides a tool to be used by testers and business analysts to enhance utilization throughout the organization.

Benefits: Reduced testing costs and testing cycle duration while maximizing the number of testing combinations before production deployment. This increases customer satisfaction by reducing the escape of defects into production, and prevents revenue leakage due to incorrect configuration of offers. Automated package to be used by development, testing and business analysts to test and certify before rollout to production.

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