

When testing gets better, business runs smoother

Discover the benefits of a Testing Center of Excellence

Performance driven. Quality assured.



In business, evolution and transformation seem to happen at an ever-increasing rate. Technology is a large part of that. To stay competitive, businesses need software systems that are efficient, reliable, and capable of supporting complex composite business processes. They also need them quickly.

Applications are being developed or enhanced at a furious pace so business can leverage new technologies, add functionalities, bring products to market, and take advantage of new opportunities. That pace puts intense pressure on quality operations and processes as the business accelerates release cycles.

So, many companies are looking to develop testing centers of excellence (TCoE) to relieve that pressure.

What exactly is a test center of excellence?

A TCoE is a virtual command center that uses standardized testing methodology, best practices, automation, metrics, and tools. It manages a flexible pool of available resources to ensure high levels of quality across applications—both before deployment and during production. It also provides visibility into the level of quality of any software system or project, helping IT management make deployment decisions based on business risk.

A TCoE can help by centralizing your testing tools and resources. It becomes a valued service for business instead of dispersed silos of inaccessible quality assurance (QA) talent. It also standardizes and automates testing technology and processes.

In so doing, a TCoE delivers proven results by helping companies optimize application quality and performance,

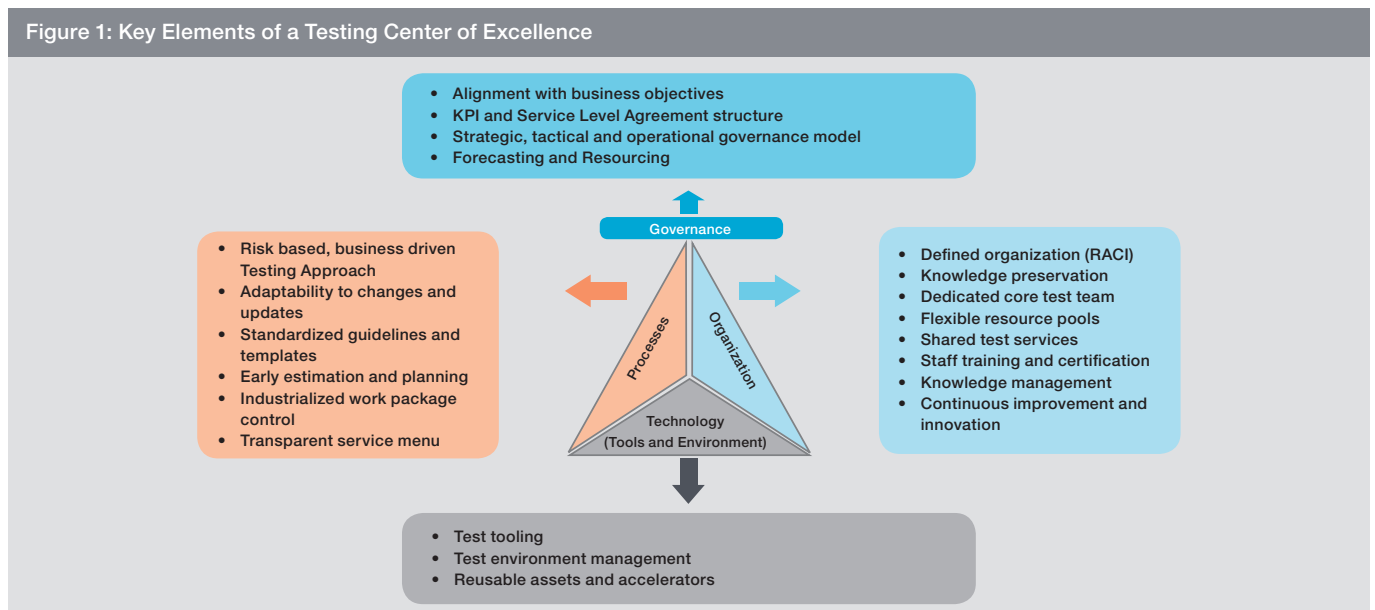
improve alignment between business and IT, increase QA efficiency, and do more with their existing QA budgets, tools, environments, and people.

So what are the benefits?

In helping clients transition to a TCoE, we can generate many benefits. The most notable results achieved include:

- **Increased agility:** When a quality team can manage and scale resources, it can better respond to business challenges and allocate efforts toward priority projects.
- **Faster releases:** Projects once delayed by lack of resources are now released on time. On average, we have reduced test times by 30% or more and achieved automation levels of 50% to 70%.¹
- **Cost efficiency:** A TCoE improves resource utilization, and reduces costs in software procurement, setup, and maintenance, typically around 35% over three years.¹
- **Better quality:** Improve application software, reduce risk of failure, and improve customer experiences. In our experience, after implementation, the percentage of leakage of high severity defects is less than 2%.¹
- **Tighter alignment:** A TCoE helps keep the quality effort aligned tightly with business needs by defining a governance model based on measuring and reporting and discussing KPIs.
- **Career advancement:** A TCoE model creates new career opportunities for testing professionals—leading to greater job satisfaction, helping to retain and recruit top talent.
- **Culture of quality:** Transitioning from project-based testing to standardized quality processes and tools helps the organization focus better on quality issues.

Figure 1: Key Elements of a Testing Center of Excellence



¹ Capgemini and Sogeti benchmarked metrics based on over 20 projects completed 2010-2011

Phasing in your TCoE

The benefits are clear. So how do you go about implementing a TCoE? It is a daunting initiative, but you don't need to tackle it all at once. Your path to a TCoE can be phased.

- Phase one: Standards and governance processes**
 The organization starts by defining and setting standards for testing practices, policies, and processes. Key performance indicators such as cost reduction, quality improvement, test duration, and percentage of automation may also be established.
- Phase two: Product and test infrastructure utility**
 This phase is all about standardizing your testing tools, methods, and techniques. Standardization reduces expenses by consolidating testing tool procurement and limiting the training required when resources shift to new projects.
- Phase three: Service utility**
 Now your TCoE is beginning to operate as a service. Lines of business (LOB) control some application-specific tests, but TCoE experts perform QA of integrated business processes. Business gains visibility into application quality over time.
- Phase four: Quality innovation authority**
 A quality innovation authority TCoE completely centralizes testing. As a service provider to project teams, it offers testing resources, methodology, tools, expertise, and governance for all application testing and cross-functional business processes.

Whether a phased or all-at-once approach is right for you, achieving a positive step on this route is a worthwhile endeavor and brings tangible benefits to the business and its QA teams.

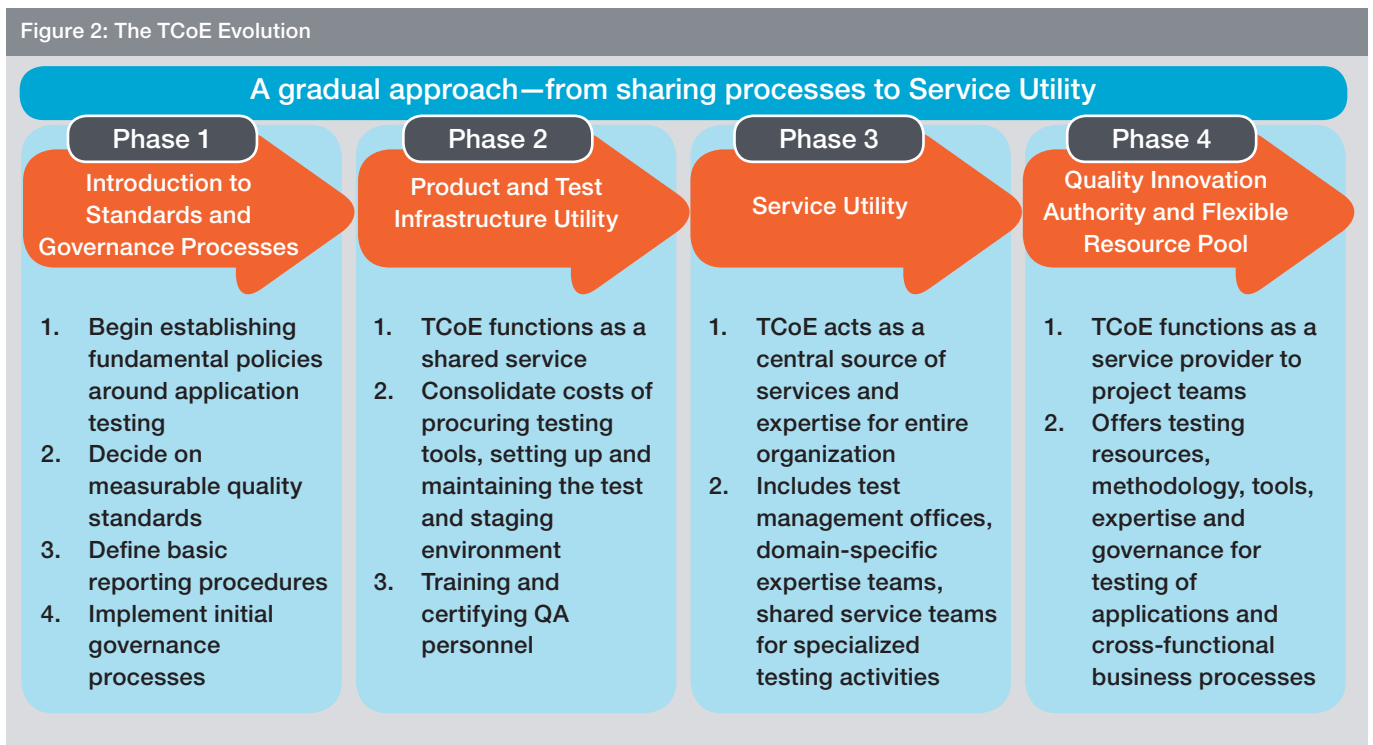
A partner can complement your expertise

Developing a TCoE can certainly deliver proven results, but you may not have the resources or complete expertise required to plan and implement one. More importantly, without the expertise of seasoned TCoE professionals, many TCoE build outs fail—which is why many organizations are apprehensive about undertaking them.

Capgemini Group (Capgemini and Sogeti) together with HP can assist. Whatever the level of requirement, we can help plan, implement, and execute your TCoE—integrating HP Application Lifecycle Management (ALM), a unique, integrated platform for complete application lifecycle management. Some of the services we provide as your partner include:

- Strategic consultancy:** We design, develop, and deploy testing solutions such as QA, audits, test organization strategy, and TCoE customized to your business.
- Managed Testing Services:** Utilizing our global delivery model Rightshore®, we can deliver resources with the right skills, in the right locations at the right time to provide the best value.
- Test process consulting:** A test process maturity assessment plus performance improvement recommendations can fast track your testing process improvements, using our TPI® framework.

Figure 2: The TCoE Evolution



- **Test management, engineering, and execution:** Our comprehensive testing coverage enables test automation across the delivery lifecycle. It includes functional, infrastructure, performance, security, packaged applications, migration, end-to-end testing, and software testing as a service.

Our services produce clearly identifiable results, notably the reduction in cost of software development and maintenance by up to 30%, enhanced quality levels (the prevention of high-severity defects by more than 97%), improved time to market, and mitigation of technical and business risks.¹

Why the HP ALM platform?

Using HP ALM, our test centers of excellence benefit from a comprehensive software environment needed to establish best practices across the software development methodology of choice, share assets and vital information, drive collaboration across teams, and provide the traceability and insight needed to increase velocity and deliver innovation faster.

Offered as software or software as a service (SaaS), the proven HP solutions—HP ALM, HP Quality Center, and HP Performance Center, which are all built on common platform architecture—are used by more testing centers of excellence than any other solution available today.¹

The Capgemini Group and HP can work together with you to help you succeed in your TCoE implementation.

Are you ready to get started?

As you can see, implementing a TCoE can significantly impact application development times and quality outcomes in a highly positive way. Discover how a TCoE can impact your organization.

HP and Capgemini Group can assess your organization's readiness for a TCoE and get you on a path to testing excellence, application excellence, and business excellence. Contact a Capgemini Group or HP representative today.



¹ Capgemini and Sogeti benchmarked metrics based on over 20 projects completed 2010-2011

About HP

HP creates new possibilities for technology to have a meaningful impact on people, businesses, governments and society. The world's largest technology company, HP brings together a portfolio that spans printing, personal computing, software, services and IT infrastructure to solve customer problems.

More information about HP (NYSE: HPQ) is available at www.hp.com

About Capgemini and Sogeti

With almost 140,000 people in over 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2013 global revenues of EUR 10.1 billion. Together with its clients, Capgemini creates and delivers business and technology solutions that fit their needs and drive the results they want. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

Sogeti is a leading provider of technology and software testing, specializing in Application, Infrastructure and Engineering Services. Sogeti offers cutting-edge solutions around Testing, Business Intelligence & Analytics, Mobile, Cloud and Cyber Security. Sogeti brings together more than 20,000 professionals in 15 countries and has a strong local presence in over 100 locations in Europe, USA and India. Sogeti is a wholly-owned subsidiary of Cap Gemini S.A., listed on the Paris Stock Exchange.

Together Capgemini and Sogeti have developed innovative, business-driven quality assurance (QA) and Testing services, combining best-in-class testing methodologies (TMap® and TPI®) to help organizations achieve their testing and QA goals. The Capgemini Group has created one of the largest dedicated testing practices in the world, with over 12,300 test professionals and a further 14,500 application specialists with Testing experience, notably through a common centers of excellence with testing specialists developed in India and elsewhere.

For more information, please visit:

www.capgemini.com/testing or
www.sogeti.com/testing

Contact

For more information about how Capgemini and Sogeti's Testing Services can help organizations achieve their testing and QA goals, using a Testing Center of Excellence with HP, please contact your local Capgemini/Sogeti testing representative or our Global Testing Services Sales Team, or HP:

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