



Mitel

SilkTest drives resilience and quality testing for MITEL

Challenge

As the breadth of Mitel’s product environment expands, the company needs a trusted and capable verification environment to carry out testing across a matrix of products and applications and identify and drive out defects before they reach the customer.

Solution

➤ SilkTest®

Highlights

- Fast, reliable and trusted testing tool
- Enables testing that would be unfeasible manually
- Indispensable in accelerating time to market
- Upholds quality commitment to customers and resellers

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Karl Wagner,
 Manager,
 Software Design Environment

Mitel

Mitel provides business communications solutions and services including unified communications and collaboration software applications, IP telephony platforms and mobile applications. A customer base that ranges from small, single-site businesses to multi-site, large global enterprises relies on Mitel’s broad choice of offerings, from basic telephony equipment to sophisticated unified communication solutions, from pre-packaged to tailored applications and from outright purchase to managed services. Despite this diversity, they all share one common concern, as Karl Wagner, the manager of Mitel’s Software Design Environment says, “Communications services have to work. They’re essential business tools. People don’t need to know how they work – they just need to know that they will, and we have to fulfill our quality commitment to a large customer base and our reseller community.”

SilkTest from Micro Focus plays a key role in ensuring that commitment is met.

Achieving the ‘five nines’ in a complex environment

Today’s enterprises have grown accustomed to the ‘five 9s’ or 99.999 percent reliability of traditional telephone systems, and SilkTest from Micro Focus is helping Mitel ensure the resilience and reliability of its communications solutions across an increasingly complex set of products and environments.

Integrated product design and verification within Mitel involves a rapidly expanding matrix of tests to be run across multiple software and hardware integrations. For example, the company’s Mitel Communications Director (MCD) call control software integrates with Mitel’s suite of UC software applications, Mitel and third party telephony and mobile devices, and a variety of third party products, all of which have to work across a variety of hardware platforms – both from Mitel and industry standard.

Providing customers flexibility of use and deployment is a key value-add for Mitel.

The need to respond to competitive pressures makes the challenge even tougher. The communications industry is always looking towards a future which provides enormous scope for new innovation, particularly around web-based services, business and customer service enhancements, collaboration and mobile services. Getting products to market rapidly without sacrificing competitiveness, uniqueness or quality, increases Mitel’s challenge.

SilkTest plays an important role in delivery environment

SilkTest is a well-established and trusted component of Mitel’s Software Design and Verification Environment as Karl Wagner explains, “In today’s fast-paced development environments, integrated design and verification can become complicated very quickly. We’ve been using SilkTest for more than eight years and use it to test literally millions of combinations of end-user interactions, product versions and different types of products. SilkTest is an important part of our delivery environment and a key reason we are able to get to market very quickly with a variety of quality products.”

According to Karl Wagner, “In many cases, the cost and effort required to run the tests manually would be prohibitive. We simply wouldn’t be able to get products into people’s hands quickly enough. SilkTest lets us preprogram and automate test cases and optimize our verification resources.”

“SilkTest lets us do tests we otherwise couldn’t do. We can set up regression tests for a new product across multiple platforms, let it run and analyze the results in a couple of weeks – without SilkTest this would take much longer.”

Derek Couturier,
Automation Software Designer, Mitel

This view is shared by Automation Software Designer, Derek Couturier, “SilkTest lets us do tests we otherwise couldn’t do. We can set up regression tests for a new product across multiple platforms, let it run and analyze the results in a couple of weeks – without SilkTest this would take much longer.”

Another key area where SilkTest’s rigor and speed plays a vital role is in testing of software patches that come in from the field. Turnaround has to be rapid and the results for a patch that comes in for testing at 5 p.m. have to be available by 9 a.m.

Keeping commitments to customers

SilkTest has continued to prove its value in ensuring that defects don’t reach the customer. Test automation plays a vital role in this. The costs of system downtime can be considerable – there may be penalties if SLAs aren’t met, and there are certainly costs associated with replacing a switch that has failed, or sending out a technician to troubleshoot.

The part SilkTest plays in facilitating the quality of Mitel’s product helps the company keep its commitments to its customers and resellers as well as protecting its position within the industry. “Each time we execute a test suite we amortize the development cost,” Karl Wagner explains. “We get an immediate payback on ROI since we are able to reuse existing data-driven test cases on an ongoing basis.”

However, the benefits that Mitel derives from deploying SilkTest go beyond cost and time. SilkTest also makes a valuable difference to improving overall reliability of Mitel’s products.

As part of Mitel’s testing environment, the choice of SilkTest to drive the functional testing of its products helps Karl Wagner and his team meet the increasing demands of this highly complex test environment. “Complexity never goes away,” says Karl, “the trick is to get it out of your way. SilkTest certainly helps us achieve this.”

Key quality partner, today and in the future

The communications industry never stands still. Continuous product development is a necessity and Micro Focus is a key quality partner in Mitel’s ongoing testing program. “The latest version [of SilkTest] gives us the ability to test our communication solutions from end to end, involving team members at various levels. SilkTest’s multiple user experiences for different roles will help us continue to push testing more upstream in the product lifecycle and in the long term give us even faster time to market and higher ROI,” says Karl Wagner.

As the company continues to drive product development, expand third party integrations and incorporate new innovations, the verification efforts to support efficient product delivery at the highest quality standard becomes increasingly more of a challenge: A challenge that Silk, Micro Focus’ comprehensive range of testing products, will be there to help Mitel meet.



About Micro Focus

Micro Focus, a member of the FTSE 250, provides innovative software that allows companies to dramatically improve the business value of their enterprise applications. Micro Focus Enterprise Application Modernization, Testing and Management software enables customers' business applications to respond rapidly to market changes and embrace modern architectures with reduced cost and risk.

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