Overview
Vodafone Qatar P.Q.S.C. (“Vodafone Qatar”) is part of the Vodafone Group, one of the world’s largest telecommunications companies and is the holder of the Second Public Mobile and Fixed Telecommunications Networks and Services License in the State of Qatar. Vodafone Qatar commenced commercial operations in Qatar on 1 March 2009. Having built a world class converged IP network, Vodafone launched fibre-based consumer and enterprise fixed-line services commercially in October 2012.

Challenge
Doha-based Vodafone Qatar, a major telecommunications and data services provider, manages operations from a modern complex at the Qatar Science and Technology Park. The headquarters accommodate an IT department that regularly generates new applications to support an ever expanding business. High average-revenue-per-user, an increasing uptake of 4G technology and fibre services as well as multiple-device ownership drive the market. Vodafone Qatar traditionally employed spreadsheets to track test cases and manage defects during the application development process. Typical software developments include the billing & charging system and subscribers’ mobile phone applications.

“As business expanded and our IT team grew, testing became more complicated without robust testing software,” explains Sivaranjini Saravanan, quality assurance manager, Vodafone Qatar. “Manually maintaining thousands of test cases and defects on spreadsheets proved difficult. We also lacked real-time reporting about each tester’s work as they operated in isolation.

“Lack of change tracking and version control exacerbated this situation while manually generating daily reports became very time consuming,” continues Siva. “These circumstances degraded our knowledge base, lowered software quality, increased time-to-market and impacted costs.”

Vodafone Qatar advances testing for application development process with Micro Focus® ALM on SaaS.

At a Glance
- **Industry**
  Telecommunications
- **Location**
  Qatar
- **Challenge**
  Required advanced solutions to create a single application testing repository, manage defects and automate testing.
- **Products and Services**
  Application Lifecycle Management on SaaS
- **Results**
  + Provided a single repository for all testing artefacts, creating a comprehensive knowledge base. + Reduces time-per-test by 68%.
  + Lowered defect levels from 15 to 6%, delivering higher quality applications and improving the end-user experience.
  + Introduced support of automated testing, lowering testing costs by 20%.

“Overall, we’ve seen application defect levels fall from 15 to 6% over a two-year period, a significant quality improvement as we have a more structured testing process with ALM on SaaS.”

SIVARANJINI SARAVANAN
Quality Assurance Manager
Vodafone Qatar

Customer Success Story
Application Delivery Management
To streamline the testing process and support multiple IT projects, Vodafone Qatar required a more structured approach to maintaining test cases and defects followed by a shift from manual to automated testing. “We decided to deploy advanced software solutions in two distinct phases,” says Siva. “We’d initially provide a testing repository, a defect management capability and real-time updates. After a period of stabilisation, we’d introduce some automated testing.

Solution
Vodafone Qatar consulted with Micro Focus, who had supported previous testing projects. The business drew upon Siva’s long-term relationship with the partner and her experience with solutions such as Micro Focus Quality Center.

“Compared with other testing tools in the market, an upgrade from Quality Center to Application Lifecycle Management satisfied all our requirements, came with excellent local support and offered a distinct cost benefit,” declares Siva.

ALM software provides a powerful, single repository for Vodafone Qatar’s testing team to plan, build and accelerate the test delivery of reliable, high-quality applications with high-performance functionality. It is further enhanced by local Customer Success managers fully committed to ensuring customer excellence.

Following the successful introduction of a more structured approach to manual testing and defect management, Vodafone Qatar started automating regression testing with Micro Focus Unified Functional Testing (UFT). This powerful software enhances application quality and increases the efficiency of testing resources, lowering costs.

Results
Today, the IT department simultaneously manages several projects and operates an efficient testing process with a team of 10 testers. During busy periods, the number of testers frequently rises to 15 with each person typically handling an average of eight test cases per day, depending on application complexity.

“Deploying these products has made a significant contribution to improving our testing process,” comments Siva.

“Important data within the testing lifecycle is now in a single place and we have access to the live status of every test. Overall, we’ve seen application defect levels fall from 15 to 6% over a two-year period, a significant quality improvement.”

In addition to increased end-user satisfaction due to higher quality applications, Vodafone Qatar has experienced cost efficiencies and productivity improvements due to automated regression testing with UFT. The latest figures suggest that automating 70% of testing has reduced testing costs by 20% while simultaneously enhancing application quality and speeding time-to-market.

“Automated regression testing, has lowered the average test case time from 56 minutes to 18 minutes, a reduction of 68%. A tester typically performs three times more tests in the same work period. With the success we’ve already experienced we are looking forward to introducing performance testing to our new environment,” concludes Siva.