



# Steria: RightTesting™

Getting testing right, first time.

Delivering first to market advantage  
through Right First Time Testing.





# Strategic Competitive Advantage – Getting it Right First Time.

If you think your competitive environment is about to get a good deal tougher, we think you'd be right. If you believe that the drive for "first to market advantage" through innovative software products and services could define tomorrow's winners and losers, we'd probably agree.

And if you think the demand from the business for newer, better, faster and quicker is only going to increase, then we think you'd be right there too.

But being first out of the starting-blocks is only a competitive advantage if you don't then fall at the first hurdle. The problem for most of your competitors is that for them, the pressure from the business means no time to consider how to get it right first time, every time.

There's a good chance too that they don't know whether what they're testing and why they're testing it is right, or whether they're simply racking up hidden costs and storing up potentially catastrophic risk.

The problem with Testing – particularly in the software environment - is that it often appears to be working perfectly.

No organisation ever thinks there's a serious gap in their planning and development, or a flaw in their testing processes. After all, they define the test scripts and either test in-house or outsource it to an organisation that provides a test service. What could possibly go wrong?



Sean Beesting  
Group Testing Service Line Director

## Would you recognise the symptoms?

Too many people required in Post-Production to fix defects? Excessive patches and fixes annoying end users? Maybe even an air of mistrust between IT and the rest of the organisation? Testing costs seem to be rising, with no economy of scale? And, of course, the pace of change is never fast enough to meet the incessant demands of the business.

These irritating issues are all common enough. Though seemingly innocuous, symptoms like these are simply masking hidden costs and an ever growing risk to your organisation.

### Most of your real costs aren't visible...

Lack of alignment with business goals, or procedures and standards which don't adhere to industry good practice, all add delay and cost a great deal more than you might think. It may well drive a chasm between the business and the IT function and in the worst case, could have a catastrophic effect on your organisation's operation, brand, reputation and even the share price.

### And you may not see it coming...

And in today's instantly global and hyper-competitive environment, what starts off as an irritating end-user issue, may takes less than 24 hours to become front page news.



### Do the maths!

While estimates vary from 10x to 1000x, it is commonly accepted that coding errors identified **post** development cost significantly more to remedy than those identified much earlier in the process.

In pure resource terms, it is commonly accepted that a single resource deployed effectively in the earlier phases of the testing lifecycle may negate as much as 5 times that amount required in post-production to retrospectively fix the errors found.

Have you considered how much this remedial work is costing in terms of time and resource and how much less of **both** you'd need if you'd got it right first time?

## Total number of defects : 100

Bad	£ of defects	% of defects	# of defects	Cost of defects (£)
Requirements	10	5	5	50.00
Component testing	100	5	5	500.00
Component Integration Testing	110	0	0	-
System Testing	130	35	35	4,550.00
System Integration Testing	150	20	20	3,000.00
Acceptance Testing	200	20	20	4,000.00
Production	300	15	15	4,500.00
Total cost of testing effort				16,600.00

Good	£ of defects	% of defects	# of defects	Cost of defects (£)
Requirements	10	55	55	550.00
Component testing	100	20	20	2,000.00
Component Integration Testing	110	12	12	1,320.00
System Testing	130	10	10	1,300.00
System Integration Testing	150	1	1	150.00
Acceptance Testing	200	1	1	200.00
Production	300	1	1	300.00
Total cost of testing effort				5,820.00

Total Saving £10,780.00



Steria's uniquely collaborative and client centric engagement model means you can be confident in a partnership that supports, guides and drives your progress

## How can Steria help you get it Right First Time?

Steria: RightTesting™ is an interlocking three-step approach based on proven collaborative and consultative processes. Combining industry recognised standards and decades of experience, we ensure that every investment is absolutely in line with your strategic objectives and is optimised to reduce the time and cost of bringing new products and services to market.

Steria's uniquely collaborative and client centric engagement model means you can be confident in a partnership that supports, guides and drives your progress from understanding the business objective and defining the project requirements, to Post-Production analysis.



# STEP 1

## RightTest Consulting

We combine significant and relevant experience and standards-based processes to deliver bespoke consultancy engagements at the industrialised price-point businesses seek today.



## How do you benefit?

- Improved speed of change and business agility
- Reduction in post production support costs, updates and patches
- Reduction in cost of development
- Improvement in confidence/trust in IT function
- Improvement in staff morale and retention
- Reduction in un-planned outages
- Improvement in product quality
- Highlight critical issues
- Identify quick wins

## What's involved?

Over two to eight weeks, through a series of interviews, research and analysis, we assess the maturity of your current testing operation and its ability to deliver against the needs and objectives of the business it serves.

As well as uncovering any potentially critical issues and highlighting immediate opportunities to improve both technically and commercially, the Maturity Assessment identifies the needs and priorities, to enable you to operate optimally in the future.

## The future state

Whether it's a fundamental shift to testing in the Cloud or simply to support process revisions, the thoroughly defined "Target Operating Model" is supported by a business case and practical roadmap enabling you to make the right decisions and to plan your investments accordingly.

## How do we engage?

No two engagements are the same. Our Consultants de-risk and fast-track the process by combining decades of experience with tried and tested toolsets. Our assessments are underpinned both by Industry standard frameworks such as ISTQB, CMMi, TMMi, Cobit, IEEE and ITIL and are driven by Six Sigma process improvement methodologies.

## What are the outcomes?

1. A technology-agnostic and unbiased assessment of how well your current testing operation meets the needs of the business today and how well it aligns to industry best practice.
2. Immediate identification of any critical issues with assistance on how to address them.
3. Realistic recommendations for any immediate opportunities to reduce cost or improve quality and productivity.
4. A defined and documented "Target Operating Model" supported by a business case and practical roadmap to enable you to achieve it.



## STEP 2 RightTest Transformation

Transformation doesn't happen in a vacuum, nor should it leave one...



## How do you benefit?

- Seamless Transformation to your desired Target Operating Model
- No interruption to BAU
- Repeatable and rigorous testing methods, environments, toolsets and processes
- Programme approach to Staff Education and Knowledge Transfer
- Knowledge Repository reduces future testing and development costs.
- Comprehensive Governance

## What's involved?

The transformation process takes you seamlessly and comprehensively to your desired Target Operating Model.

Proven processes, an international and agile resource pool and industry leading partnerships in; Testing Process Improvement (Experimentus), Application Quality Assurance (HP Quality Centre) and Automated Testing Frameworks (ODIN Technology & and QualiSystems), both accelerate and de-risk the transformation phase.

Successful Transformation projects don't take place in a vacuum and so we provide a full communication service to ensure that each and every stakeholder understands and is engaged in the process.

## How do we engage?

Maintaining BAU throughout the transformation phase is critical. Our processes and tool-sets enable us to work quickly and efficiently. Our international operation enables us to support the process from anywhere in the world, and we facilitate this speed of project and aid Knowledge Transfer by deploying our own expert resources to run your day-to-day operation while we bring your own team up to speed.

## What are the outcomes?

1. A fast, non-intrusive and comprehensive transition to a more efficient and effective Testing Operation.
2. A knowledge repository to retain and re-use scripts and artefacts, reducing costs and increasing efficiency.
3. Your in-house team educated to industry good practice and standards.



## STEP 3 RightTest Managed Services

Steria is both demonstrably competent and uniquely confident in its ability to deliver the breadth and depth of services and expertise you require.



## How do you benefit?

- Predictable costs
- Move from fixed to variable cost model
- Output based pricing
- Improved speed to market
- "Good practice" testing processes to reduce risk
- Service delivery assurance
- Improved business execution
- Continuous improvement
- Flexible resourcing
- Knowledge transfer

## What's involved?

For maximum cost effectiveness, efficiency, speed to market and quality assurance, Steria offers a range of discrete, comprehensive and inter connectable RightTest Managed Services. These industrialised services meet - and in many cases far exceed - international testing standards.

We bring skilled and certified resources (ISTQB), standards, testing automation, quality assurance and domain (industry specific) testing expertise.

We have deep and specific experience, and have developed industrialised tools and processes to fast-track engagements in Retail Banking, Securities & Capital Markets, Insurance, Telecoms, Retail, Public Sector, Transport, Government and Defence.

A consistent focus on innovation and a genuine approach to Partnership means we actively seek better methods, breakthrough practices and new technologies to bring to your testing environment. Our systematic approach and dedication to Continuous Improvement means that you'll see the benefit of new ideas, technologies and new best practices, seamlessly integrated.

From Requirements Analysis, Strategy and Planning, through all of the steps of Component, Component Integration, System, System Integration, Acceptance Testing and finally into production; our agile approach to resourcing and an international presence enables you to benefit from the right mix of on-shore, near-shore or off-shore delivery, to give you both the best commercial fit and the optimum operational and service levels. The benefit of our long-standing relationships and existing software licences will also help to substantially reduce your costs.

As well as partnering with complementary providers such as HP and ODIN Technology, Steria has formed strategic relationships with Oracle, SAP and Microfocus to provide specific domain expertise. Subject matter experts, dedicated skill and test centres, and performance labs are all part of our mix, which combines to deliver the consistency you'd expect from standardised, uniform, mature and automated processes.

## How do we engage?

Steria is actively involved in helping HP to further develop their Quality Centre toolset, now recognised as the industry standard for managing, monitoring and maintaining testing engagements. Combined with Steria's own Service Management process, STARS, HP Quality Centre forms the backbone of our delivery model.

Our operations in Mainland Europe, UK and India all access the same management and Quality Assurance systems, providing a seamless 24x7x365 service.



## Quality based SLA – Risk and Reward

Traditional resource and productivity based service level agreements are reactive, inflexible and rarely client centric.

Steria's unique and collaborative approach to defining service levels and contracts means we offer commercial models which work on a risk and reward basis, designed specifically around the needs and demands of each engagement.

Extensive experience enables us to accurately predict and commit to costs and timeframes, as well as quality standards and defect rates.

That means you have predictable but flexible costs based on quality achievement and tangible outputs.

## What are the outcomes?

- Early detection of issues:
  - 53% reduction in regression cycles effort
  - 50% reduction in turnaround time for regression testing
- 33% reduction in User Acceptance Testing Defects
- Lower development costs
  - Rework efforts drop up to 70% during development phase
- Access to skilled and experienced resources
  - Target to achieve 100% International Software Testing Qualifications Board (ISTQB) Foundation certification

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### About Steria [www.steria.com](http://www.steria.com)

Steria delivers IT enabled business services which help organisations in the public and private sectors operate more efficiently and profitably. By combining in depth understanding of our clients' businesses with expertise in IT and business process outsourcing, we take on our clients' challenges and develop innovative solutions to address them. Through our highly collaborative consulting style, we work with our clients to transform their business, enabling them to focus on what they do best.

Our 18,300 people, working across 16 countries, support the systems, services and processes that make today's world turn, touching the lives of millions around the globe each day.

Founded in 1969, Steria has offices in Europe, India, North Africa and SE Asia and a 2009 revenue of 1.63 billion euros. 19,3% of Steria's capital is owned by its employees. Headquartered in Paris, Steria is listed on the Euronext Paris market.

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