

Solution Overview:

COMMUNICATIONS & CONTENT

TESTING CENTER OF EXCELLENCE: UNLOCKING THE POTENTIAL FOR MILLION-DOLLAR COST TAKEOUT

BearingPoint's Testing Center of Excellence solution lowers costs and improves the software testing process through:

- *A consistent testing approach*
- *A baseline set of test building blocks and repeatable methodology*
- *Clarification of the interdependencies between test initiatives*
- *Metrics that provide the foundation for continuous testing improvement*

BearingPoint offers a quality assurance testing solution for applications and systems that helps enterprises lower costs and increase performance while providing a framework for continuous software improvement.

TESTING: THE FOUNDATION FOR SUCCESS

One issue that people throughout the enterprise can agree on is the importance of software performance. Finance leaders look to the efficient deployment and operation of applications as crucial to controlling costs. Sales and service operations depend on highly available, responsive solutions to meet customer expectations and enhance the customer experience. The information technology (IT) organization shoulders the responsibility to reduce the resources, effort and costs required for testing and deployment.

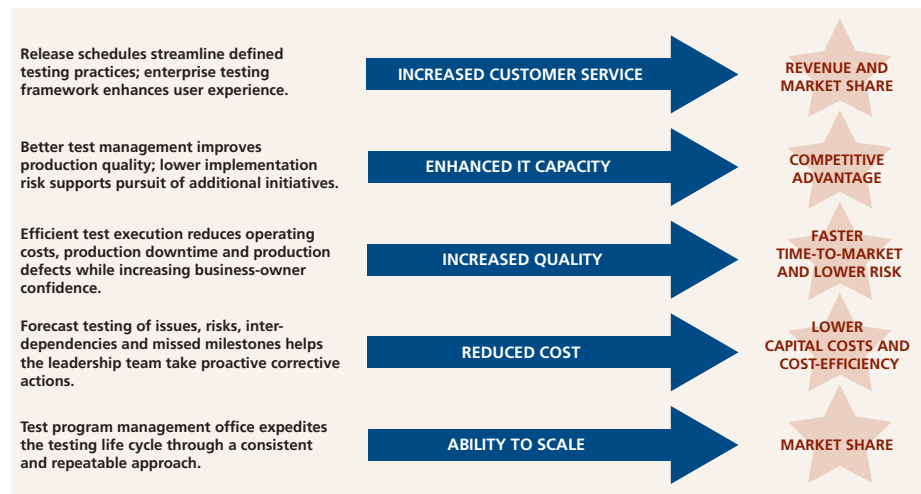
BearingPoint's Testing Center of Excellence solution helps address these concerns by

offering the capabilities to identify, integrate and institutionalize enhanced testing processes to improve software performance. The Testing Center of Excellence solution provides:

- A consistent software testing approach that can reduce the time and cost of managing testing programs
- A baseline set of test building blocks and repeatable methodology to increase efficiency and allow for customization and enhancement
- Clarification of the interdependencies between test initiatives, promoting an enterprisewide view of testing resources, status and reporting
- Metrics that provide integrated tracking and the foundation for continuous testing improvement

The Testing Center of Excellence solution is not a single service or locale. Instead, it is a repository of well-established quality assurance and testing practices and tools, delivered by BearingPoint staff versed in the

FIGURE 1.
TESTING CENTER OF EXCELLENCE SOLUTION BENEFITS



particular issues facing your company and industry. Using our AnyShoreSM model, we provide these resources in the manner that best meets your needs—on premise, onshore or offshore—to help reduce operational costs and improve system quality before delivery to production.

OVERCOMING BARRIERS TO EFFECTIVE TESTING

Organizations can face a variety of difficulties in testing applications and systems. Their core testing function may be loosely defined, as well as silo- or project-based, and the testing team may rely on funding from various departments. Testing processes can be manually intensive and inefficient. Internal staff may lack the required skills and knowledge needed for successful testing, increasing the risk of problems. Traditional outside testing arrangements may suffer from difficulty in managing costs and service-level agreements.

Building on BearingPoint's leadership in creating tailored, flexible solutions, the Testing Center of Excellence solution addresses these and other quality assurance

and quality management issues. The solution spans the entire software development life cycle, providing strategies and tools to improve four testing work streams:

- **Program management governance**— Provides enterprise governance and control, program management, test planning, compliance monitoring and reporting; assists with definition and planning of the overall test strategy, infrastructure and framework
- **Methodology**— Establishes a comprehensive, consistent test program; standardizes formal testing processes, methods, tools, templates and techniques at the enterprise level
- **Tools**— Provides standardized tool sets designed to enable consistent, predictable and repeatable processes
- **Experience**— Provides on-demand resources for test phases, including:
 - Systems test
 - User-acceptance test
 - Integration test
 - End-to-end test
 - Performance test

- Regression test
- Operational readiness test

The Testing Center of Excellence solution employs stringent quality assurance practices and fosters a culture of continuous improvement to help achieve enterprise testing objectives.

REALIZING THE BENEFITS OF QUALITY TESTING

BearingPoint clients who have employed the Testing Center of Excellence solution to re-engineer their test requirements and processes are realizing a variety of benefits, including:

- Lower application and system cost of ownership through:
 - Less overall development rework
 - Fewer production defects
 - Rapid deployment and time-to-market from increased overall reusability
- Greater operational efficiency and consistency through standardization and resource and functional consolidation
- Greater user satisfaction through increased system availability and performance
- Quality metrics for integrated, on-going performance tracking against service-level agreements

A study of BearingPoint clients using the techniques and tools of the Testing Center for Excellence solution identified estimated average annual savings of \$3.5 million per system resulting from:*

- Fewer project delays resulting from quality assurance knowledge gaps

- Fewer defects resulting from improper test planning
- Fewer defects found in software production versions
- Fewer defects resulting from functional knowledge gaps



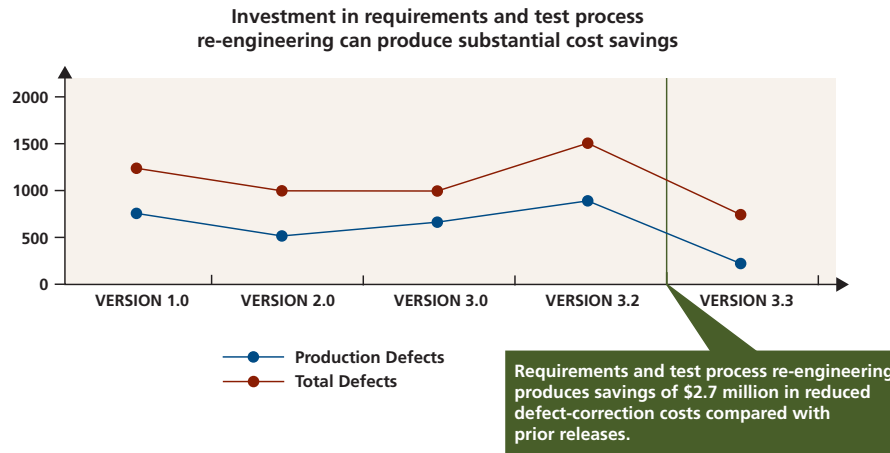
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The Testing Center of Excellence solution includes:

- **Test Governance**
 - Test project planning
 - Issue management
 - Defects management
 - Vendor/service-level agreement management
 - Methodology presentation
- **Test Methodology**
 - Test estimation
 - Test coverage
 - Test planning
 - Test case/script repository
 - Test calendar repository
- **Test Tools**
 - Test management
 - Defect management
 - Data generation and mining
 - Issues management
 - Configuration management
 - Automation
- **Test Experience**
 - In-sourcing
 - Outsourcing
 - Onshore
 - Near-shore
 - Offshore
 - Managed Services

*Tests focused on a single system with interfaces and appropriate defect assumptions. Dollar amounts are based on industry averages.

FIGURE 2.
TOTAL DEFECTS PER RELEASE



Through Testing Center of Excellence solution requirements and test process re-engineering, one company realized a savings of \$2.7 million in lower defect-correction costs compared with prior releases.

TEAMING WITH A LEADER

The Testing Center of Excellence solution capitalizes on BearingPoint’s worldwide experience in helping companies succeed. The program is an example of how we apply our business and technology knowledge to the development of tools and methodologies that drive process improvement and operational efficiency. These offerings, delivered through our AnyShore model, can help companies lower costs, improve productivity and increase customer satisfaction.

BUSINESS AND SYSTEMS ALIGNED. BUSINESS EMPOWERED.

BearingPoint is a leading global business advisor, systems integrator and managed services provider. Our experienced professionals help organizations around the world set direction to reach their goals and create enterprise value. By aligning their business processes and information systems, we empower our clients with the right business solutions to gain competitive leadership advantage—delivering measurable results in an accelerated time frame. To learn more, contact us at 1.866.BRNGPNT (+1.703.747.6748 from outside the United States and Canada) or visit our Web site at www.bearingpoint.com.



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