

Case Study: Training

Shortening of Time-to-Market

Project background

Our client wanted to improve the quality and professionalism of its employees regarding software testing.

The client

The client has a long standing track record as a world leader in digital content security. This has formed the basis of its overall leadership in generating and securing service provider revenues for Pay TV services. Our client's robust solutions, combined with its independence from any media group or service provider, have made its digital TV technologies the solutions of choice for more than 120 leading Pay TV operators worldwide, securing revenue from content delivered to over 114 million active devices.

Challenges

Our client wanted to develop the professional skills of its software testers and implement a new testing organization. But implementing a new testing methodology is a major undertaking. It is met with several obstacles, including:

- Cultural and organizational barriers to change.
- Replacing existing software and product testing habit.
- Rugged individualism of technical professionals.
- Introduction of approved testing standards.

Scope of project and SynSpace's role

SynSpace set up a plan to deliver the service. The work plan contains:

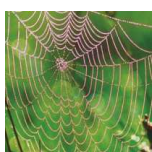
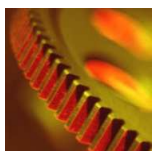
- Consolidation of training requirements.
- Definition of training content.
- Evaluation of tools for the automation of code testing.
- Identification of the appropriate attendees.
- Training and examination in ISTQB® Certified Tester Foundation Level.
- Training and examination in ISTQB® Certified Tester Advanced Level.
- Consulting services in software testing and change management.
- Assistance to the newly certified Test Manager in setting up the new testing organization.

Results

Our client has now one of the most qualified and highly experienced software testing teams. Defects are now found in earlier test phases which is cost relevant. Having certified professional testers helps to guarantee quality performance of set-top-boxes (STB) and reduces costs.

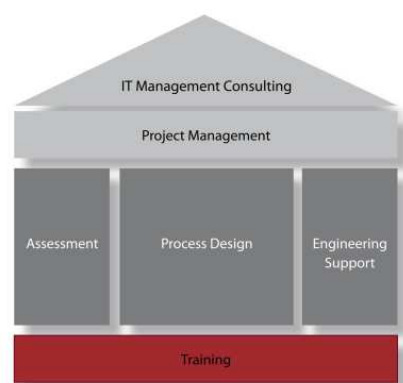
Measurable business value

- Total product development cycle has been reduced by 10% due to more efficient testing.
- Our client has now the shortest time-to-market (comparing to its top competitors).
- Our client has seen a sensible worldwide increase of its product's quality.



Our portfolio

Consulting and optimization along the entire value chain



For your way to success, contact:



Ian Howgrave-Graham
Principal Consultant

phone +41 61 423 08 00
mobile +41 79n 818 18 67
ian.howgrave@synspace.com