

# Cognizant Testing Services



## Testing Telecom Capability for a Leading Broadband Provider

**Duration:** Ongoing – 2+ years

**Location:** On site – United States Offshore – Chennai, India

**About the client:** The client was the first company to commercially deploy DSL across North America. Today, they own the only nationwide broadband DSL network, which spans 50 million homes and businesses, representing more than half of all serviced homes in the U.S.

**About the engagement:** In order to continue adapting to a changing external environment, the client must be able to release new enhancements in shorter intervals. However, the company was facing scalability issues related to some applications; therefore, they wanted to test new solutions they plan to implement. The client needed an independent testing group with domain, technical and process expertise to validate their application performance.

**Testing background and problem statement:** The client engaged Cognizant because, in several instances, they were unable to complete the necessary testing prior to implementing new solutions because they lacked sufficient resources. There were no formal processes, methodologies, tools, metrics collections or reporting structures in place.

**Engagement strength:** Total – 12 **Number of releases:** – 20

**Cognizant solution:** Cognizant implemented the client solution with its fourth-generation IT Offshoring model, offering minimum on-site presence. This solution included skilled professionals to write test strategy, test planning and test case preparation while at the same time executing, monitoring and reporting from offshore. Cognizant automated the existing client system to improve accuracy, reduce cycle time and, most important, reduce costs. Cognizant also set up a Program Management office for better coordination between the client team and the Cognizant team. Additionally, Cognizant performed benchmark testing for the client's hardware.



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## Productivity Benefits:

- Extensive use of on-site QA environment
- User Acceptance testing and support
- System end-to-end regression testing
- Achieved scalability
- Perfectly synchronized on-site/offshore set up
- “One-stop shop” for providing dedicated resources for various MTC technology needs
- Skilled rational automation resources
- “White box testing”

## Quality Benefits:

- Assurance of business requirements with established Requirement Traceability Matrices
- Proven and unique methodology for testing
- Standardization of automation tools
- Continuous process improvements
- Defect tracking and management

## Cost Benefits:

- Improvement in delivery of business requirements
- Reduced costs and time by internally managing resources
- Flexible staffing based on resource load variations
- Higher cost reduction due to low on-site ratio
- Compressed time to market to provide early returns on IT investments
- High automation gains through extensive reporting

For more information,  
contact Cognizant Testing Services at [inquiry@cognizant.com](mailto:inquiry@cognizant.com)  
or visit our Web site at: [www.cognizant.com](http://www.cognizant.com).



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