



## Testing Managed Services

### WHAT MAKES SPRING'S MANAGED SERVICES DIFFERENT?

Since its inception, Spring Testing's ethos has been to deliver high value services that allow organisations to maximise the benefits they can enjoy, due to the evolution of testing in becoming a highly professional, engineering based, discipline.

Our Managed Services are designed to help, guide and empower you to take the approach to software testing which is most appropriate for your organisation - be that the development of an internal capability, improvement to existing processes or outsourcing to a trusted partner.

Where you choose to create or retain your own testing function, our services are designed to support you in that aim in a way that develops your capabilities and does not leave you dependent on retaining our services any longer than you require.

Where you do not deem it to be cost-efficient or appropriate to provide your own testing capability, we offer outsourced testing services provided by high quality professionals, using market leading processes. We provide services delivered against a formal SLA, giving you full confidence in the quality of testing undertaken on your behalf.

Where appropriate, elements of testing can be delivered offshore to further increase productivity and reduce costs.

### OUR APPROACH

*" Software testing is an essential practice in the software development lifecycle but is easily misunderstood." – Butler Group*

Butler Group's assessment is valid. Today, there are few if any commercial producers or users of software that fail to recognise the importance of good software testing. Many, however, are still wrestling with deciding what 'good software testing' looks like in relation to their specific needs and circumstances. Spring offers Consultancy Services which are designed to allow organisations to answer this very question. These are described in detail in our Testing Consultancy Fact Sheet.

Once you understand 'good software testing', the next challenge is to achieve it in a planned and structured manner which maximises benefits and minimises both risk and the impact on your day-to-day business. You must also avoid blind alleys and inefficiencies. This is where Spring's Testing Managed Services are indispensable.

We have designed our offerings to support whichever strategic approach to testing you choose to adopt. Where you wish to develop your own capability we facilitate that goal by supporting your development to the point that we can step away, in a planned manner, confident in the legacy we leave you with.





We offer a range of Testing Managed Services designed to complement your chosen testing strategy:

## Acceptance Test Support

Acceptance Testing occurs in various forms (User, Customer, Operational etc). All of these are normally undertaken by the people whose day job will be impacted by the quality of the system under test. Whilst the considered assessment of such individuals is invaluable, and often essential, for the continued success of the business, this approach suffers from two key limitations:

- The individuals (and their managers) have their normal commitments to meet. This conflicts with the testing need and can result in a lack of focus, tension and limited resources – or in the worst cases a refusal to get involved.
- Whilst the individuals will have the best possible understanding of what they need from the system, they are simply not professional testers. As such there is a significant risk that the testing they undertake will lack structure, efficiency and effectiveness.

Our Acceptance Test Support Managed Service sees our qualified test professionals working in partnership with your non-testers. Your people bring their domain knowledge and we ensure that it is channelled effectively during the test planning. This will produce improved tests and reduce your staff's overall time commitment. With the tests planned based on the expertise of both groups, the execution can be undertaken by either one or both of them – again potentially reducing your staff's testing overhead.

## Test Capability Enhancement

Whether you are establishing an in-house testing team, or already have such a team but recognise that scope exists to deliver greater benefits to the business by enhancing that capability, you will be faced with the challenge of implementing the improvements quickly, effectively and with minimal negative impact on existing commitments.

We provide the staff and processes that form the foundation for such changes, allowing your new testing capability or process enhancements to be implemented extremely quickly. Our staff will work alongside yours, providing on the job training and coaching in anything from testing techniques and process implementation through to test planning & control and test automation.

As your internal capability develops, we can step back to encourage greater self-reliance and, ultimately, leave you with an optimised testing legacy.

## Outsourced Testing

Where you have elected to outsource testing, Spring offers flexible services designed to integrate into your delivery processes, contributing to their improvement and enhancing the quality of your systems. These services can be delivered against a range of cost models.

Our services will provide you with greater cost control and will transfer risk from you to us. It will be our responsibility to maintain the level of skill and resource required to deliver the service. Management Information provided will ensure that you have the level of visibility that you require. All of this will reduce your direct involvement but ensure that you retain visibility and control.

Our consultants will initially work with you to capture your requirements and, where applicable, capture the pertinent details of the existing test regime. We will then propose and agree a scope for the Managed Service along with associated reporting.

The transition to the new service will see the testing and reporting processes and infrastructure implemented and Spring staff assigned. Knowledge transfer will be undertaken and any appropriate service amendments identified during transition will be discussed and agreed. With the transition complete, Spring will assume full responsibility for the delivery of the service to the agreed service levels. We will continuously improve our service in line with our ISO9001:2000 accreditation and will become a highly effective extension of your organization.

## Offshore Testing

We offer offshore or dual-shore testing services in conjunction with our selected partners. Subject to an assessment of suitability, these provide further opportunities for productivity and cost enhancements.

## Contact Details

For further information call 0845 456 9001 or  
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