

SQS PractiQ – Regression Testing in Maintenance

Cologne, March 2009

SQS Software Quality Systems AG

Agenda



- Testing cost is rising
- Cost reduction is possible
- SQS makes cost reduction possible – with Regression Testing in Maintenance
- SQS Group



Testing cost is rising

While test complexity and cost are increasing, the cost pressure on companies is rising, too.



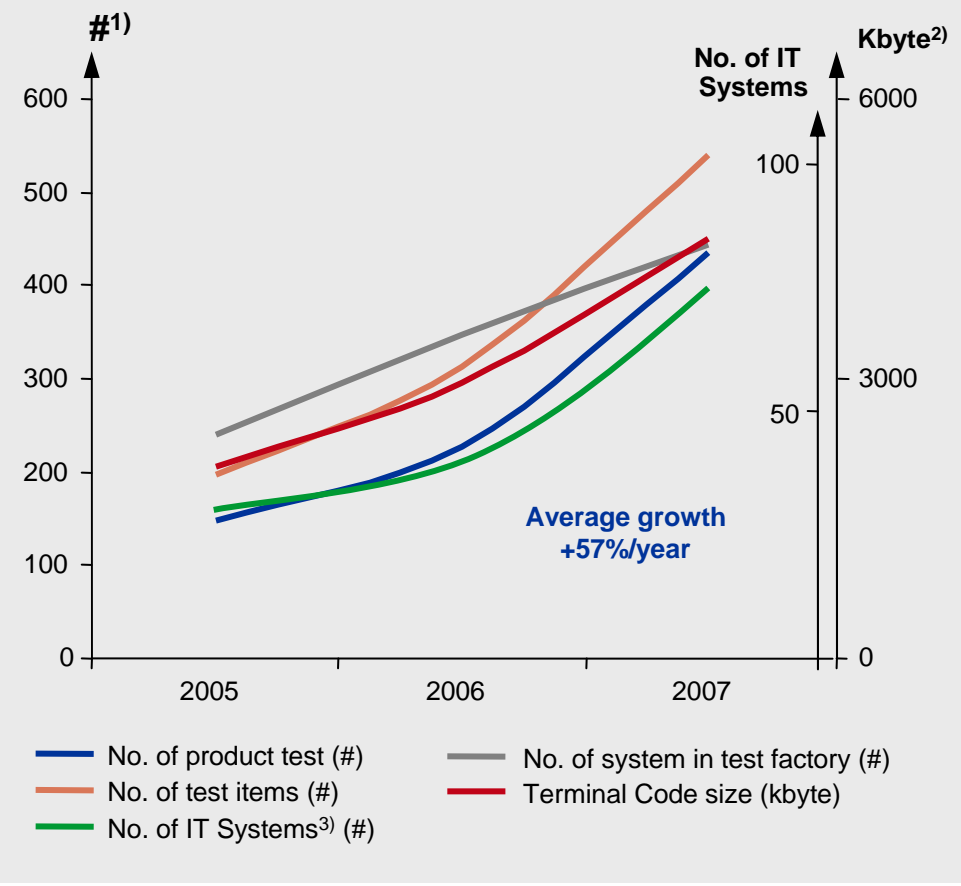
- Company systems are growing continuously and become more and more integrated.
- Test environment and test tasks thus become more complex.
- Test expenses and/or product risks are increasing continuously – accordingly also for regression tests
- At the same time there is a permanent high cost pressure and cost savings programmes.

Testing cost is rising

Testing functions successfully coped with growing complexity, but complexity increase in products and platforms likely to continue.



Growing Complexity of Systems and Services



Complexity of products and platforms has grown exponentially over past years and is likely to continue to grow

- No. of products + 71%/year
- No. of test items + 66%/year
- No. system in test factory + 36%/year
- Terminal code size + 48%/year
- No. of IT Systems + 63%/year³⁾

Testing functions have coped with growing complexity of products and platforms by

- Resource growth in testing functions 5%-10% below growth of complexity
- Cost reduction, automation and focus

Future increase in complexity for products and platforms is not directly in control of testing functions and will therefore continue to drive resources if no actions are taken

1) Number of product test, test items, system in factory
2) Code size of software in terminals
3) No if IT systems, '05-07' growth 63%, other data not available

SQS makes cost reduction possible

We offer a complete, sustainable solution for regression tests or release tests to reduce costs.



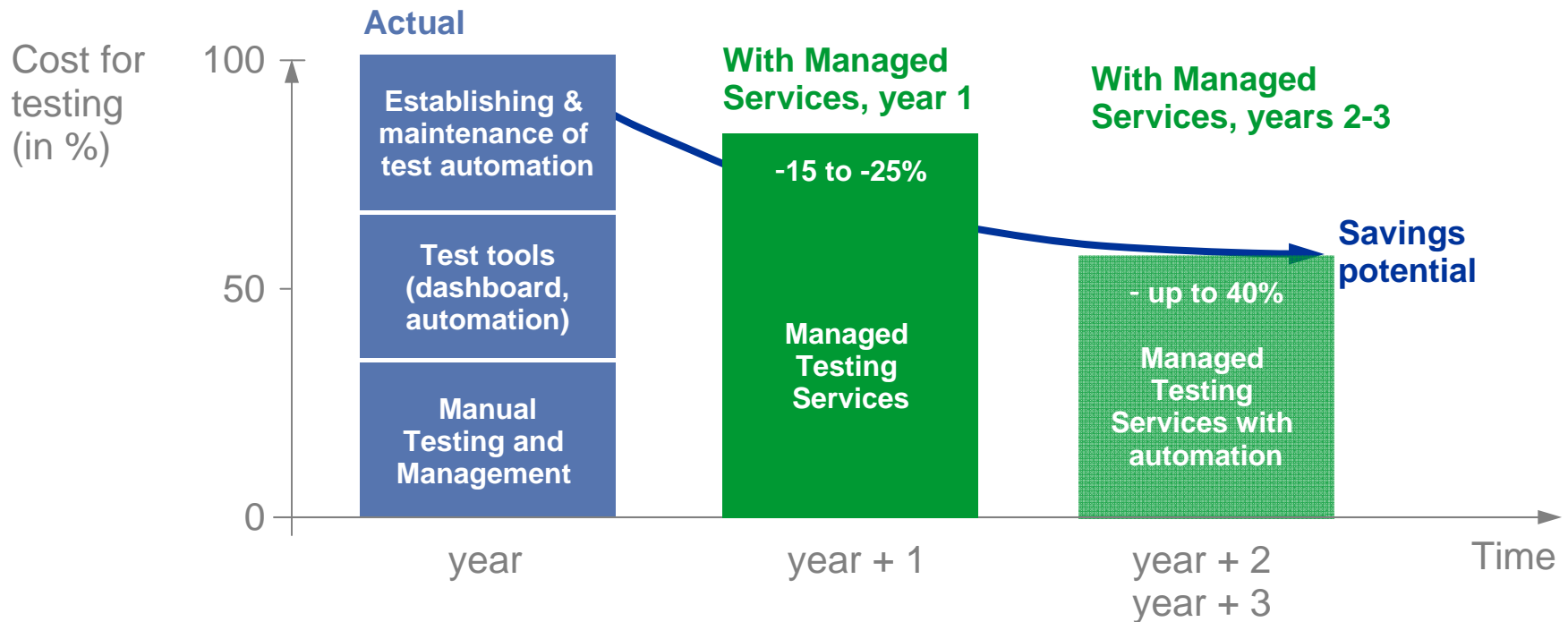
Main cost drivers

- Manual test execution
- Test tools
- Test automation

Our solution includes:

- Test management
- Manual tests
 - only where absolutely necessary
 - at favourable conditions
- Test tools
 - SQS relies on its own tools which can be deployed without any additional cost for the customer
- Test automation
 - Costs only arise when results are successful

Managed Services and automation offer potential for cost optimisation.



The re-integration of the testware in the responsibility and IT of the customer is feasible at any time.

Depending on the company and project, cost savings of around 15 per cent are possible thanks to test automation.



Typical customer example for Maintenance Testing

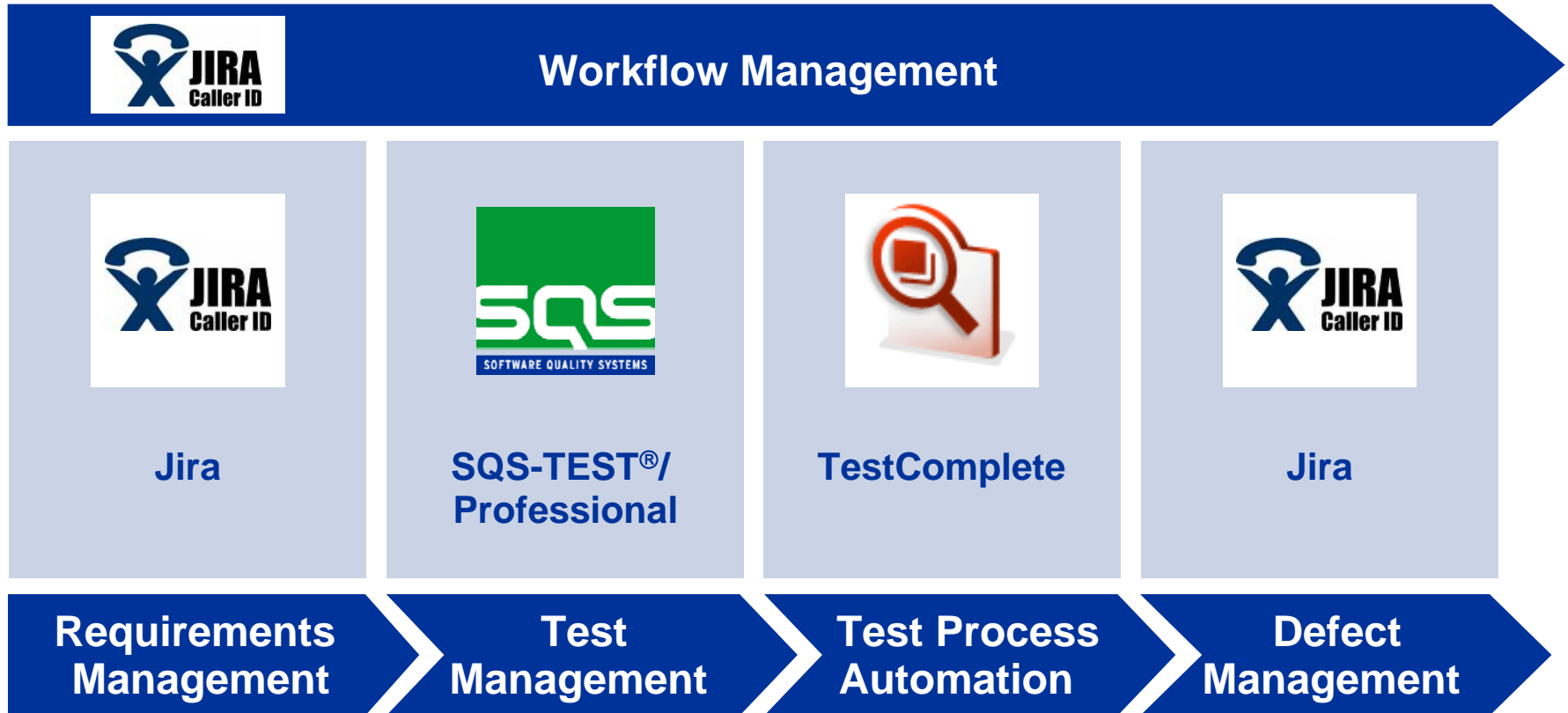
- 7,000 test cases
- Increase the 10% test automation to 30%
- 4 releases with 3 re-tests each equals 12 test executions p.a.

Service offer

- Full Managed Service including all tools

Migration manual test cases	100 test cases	2,950.- Euro
Manual test execution	100 test cases	1,300.- Euro
Automation of test cases	100 test cases	11,250.- Euro

A complete chain of tools is available at all TestCenters („production line“) for all participants.



- Pre-selected tools
- Licences free of cost
- **Free** administration and maintenance
- **Full** transparency in real-time

Quality without the wait – Regression Testing for SAP® and CRM



The customer is a regional telecommunications service provider and cable network operator from Germany.

Objective

- Quality and efficiency for internal software systems

Challenge

- The customer has to ensure that the orders and data from his CRM and SAP® system are passed on in a way that enables them to be executed in the actual telecommunications network.
- The processes and interfaces needed for this have to be tested on a regular basis.

Solution

- SQS took on the test tasks that do not form part of the company's core business.
- Tests are mostly carried out at the SQS test centre, with at least one SQS employee working on the customer's premises to help with communication and the further development of test case concepts.

Benefits

- The internal software systems work significantly better, enabling the customer to provide better quality with each release
- Cost reduction for tests is about 30 per cent per man day

We carried out Regression Testing for a telecommunication service provider



The customer is a telecommunications provider, operating in a highly competitive market, where both quality and price are success factors.

Objective

- Efficient, competitive software development

Challenge

- Take over the complete regression test suite, but at the same time optimize the Regression Testing by implementing a more versatile test automation architecture and reduce costs.
- Ability to build up enough staff to cover the customer's peak staffing needs in project testing.

Solution

- SQS took over the basic regression test suite that covers the complete customer value chain within the customers' IT systems (from the CRM to pricing and billing).
- Besides the engagement in the Regression Testing SQS is now involved actively in providing consultants from South Africa onshore to cover the customers' peak resource needs in testing.

Benefits

- High expectations were met. SQS successfully took over the customer's regression test suite.
- SQS successfully supported the customer with a dedicated core team for project services.

Blue Square, a leading provider of online games and betting services in the UK established a dedicated offshore testing centre for the testing of many games and betting applications

Objective

- Efficient, competitive software development

Challenge

- Unpredictable Game Results to verify all test conditions and returns to player
- Integration to various external systems such as OpenBet, Reports etc
- Highly regulated domain

Solution

- SQS was brought in for functional, compliance and compatibility testing as well as test automation for Regression Testing.
- SQS also provided on-site testing support for critical projects whenever required.

Benefits

- Strong domain expertise
- Flexible team size to accommodate customers peak and off peak workload
- Offshore facility ensure quick turn-around time during testing

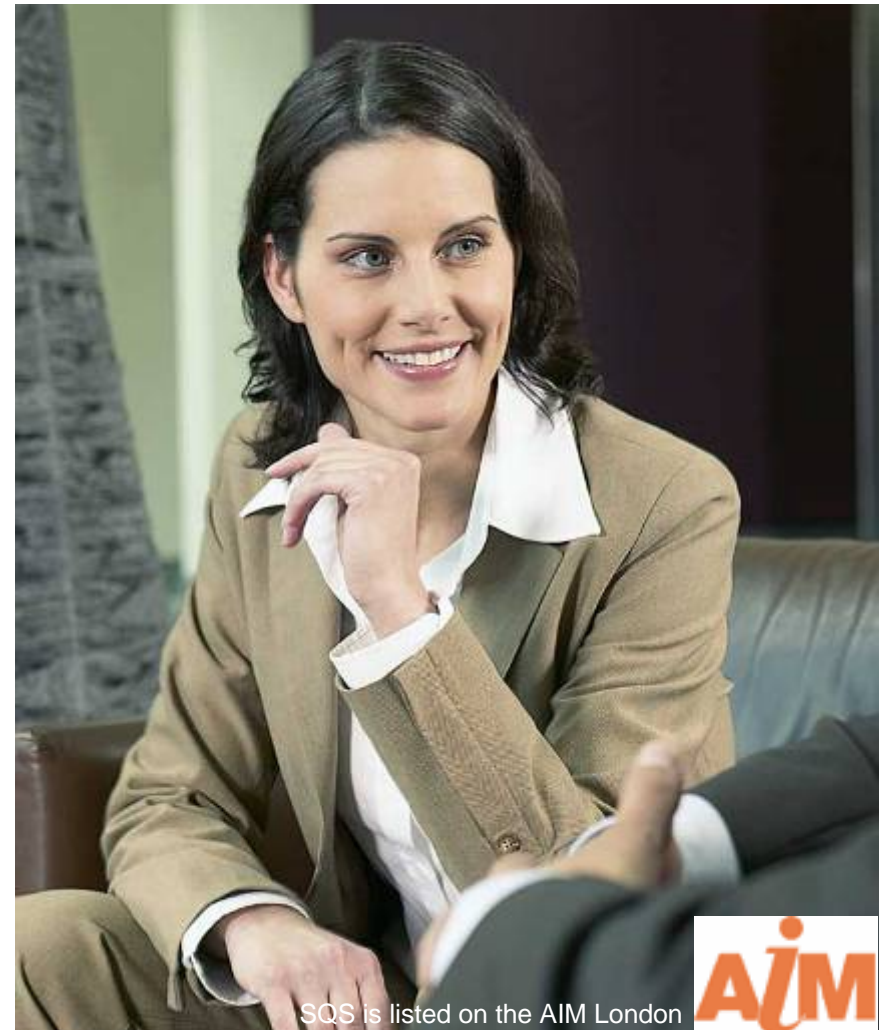
At a glance: SQS is the global leader in independent software testing and quality management services.



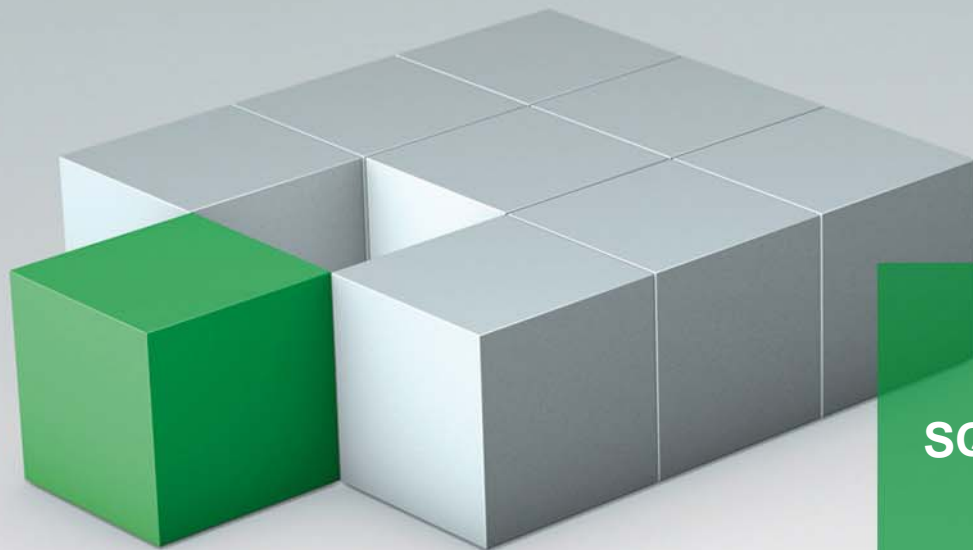
» *The global leader in independent software testing and quality management services - majority of its business in Europe* «

Financial Times, 21 August 2007

- More than 27 years of prosperous operations
- Over 5,000 successfully completed projects
- The customer base includes 36 FTSE-100 companies, half of the DAX 30 companies and nearly a third of the STOXX-50 companies
- The SQS philosophy is to **make IT projects successful.**



Quality Services and
Testing Solutions at Work



SQS Software Quality Systems AG

Stollwerckstraße 11 | 51149 Cologne, Germany
Phone: +49 22 03 91 54-0 | Fax: +49 22 03 91 54-15
E-Mail: sqsmarketing@sqqs.de
Internet: www.sqs.de | Internet: www.sqs-group.com

Thank you for your attention!