

The Tieto Corporation is an IT service company providing IT, research and development and consulting services. With approximately 16,000 experts, it is among the leading IT service companies in Northern Europe and the global leader in selected segments.

Specialising in areas where it has the deepest understanding of its customers' businesses and needs, its customer-centricity and Nordic expertise sets it apart from its competitors. The company's shares are listed on NASDAQ OMX in Helsinki and Stockholm.

In the UK, Tieto was keen to adopt industry-leading software testing practices to not only guarantee service quality but to facilitate greater efficiencies. Having worked with SDLC Solutions on a number of previous projects, Tieto knew that the company was an excellent culture match in terms of quality, control and delivery and had a relaxed yet efficient partnership approach.

The Project

Initially, Tieto asked SDLC Solutions to propose a new test process with a view to setting up all the required supporting processes. Following informal discussions with leading stakeholders, it was agreed that although Tieto's current process was already providing value, it could be improved and its scope extended.

It was therefore decided that Tieto's testing process would be formalised with documentation and its testing activities standardised. This would provide a framework that would be flexible enough to benefit in-house testers on a variety of projects but also enforce a level of consistency when contractors were brought in to meet peak demands. From the outset, Tieto wanted SDLC Solutions to work with its team as partners to create a strong test process that could then be developed into a generic process.

Since the project was operating under budgetary constraints, a fixed price model was adopted with a minimum and maximum range of service days defined. This provided the Tieto Project Manager with the reassurance that costs would not overrun whilst enabling some control of time spent.

A number of objectives were agreed at the outset of the project including:

- Perform an analysis against the Test Maturity Matrix to evaluate gaps and potential improvements in the current test process
- Outline a structure for Test Process Improvement
- Define a scaleable test process and policy to meet Tieto's needs
- Produce a test strategy to provide detailed guidance on underlying test processes such as defect management, testing and risk and test analysis techniques
- Create a suite of test templates to support the process

"The SDLC team did a great job and left us owning a process that adds business value and improves our bottom line in a highly competitive market."

Neil Wright, Tieto

Key Benefits

- **Increased testing efficiency whilst reducing costs**
- **Consistency across resources and projects**
- **Quality improvements**
- **Scaleable process**
- **Increased ability to use resources flexibly**
- **Improved quality as a differentiator in the market**

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SDLC Solutions allocated all elements of the project a level of status from priority through to lower-level bulk work. The priority status jobs were tackled at the outset of the project, along with the preparation of templates. This ensured that should the project not be completed within projected timescales, Tieto would have the tools necessary to complete the job.

One of the most important requirements was that a range of testers, from in-house experts to temporary contractors, could use the resulting process. Tieto relies on getting new capability out of the door ahead of the competition and speed of delivery to the customer base was paramount. This, and the need to retain quality and efficiency, demanded that any process had to have clearly defined workflows, backed up by templates, guidance notes and work instructions. In addition, the new process had to be flexible enough to scale from the smallest patch release to the largest new functional release.

The project was completed over eight weeks with regular workshops to confirm that all the major players were on board. The result was a thorough and comprehensive methodology that offered real value in terms of both efficiency and quality.

Neil Wright, UK Director, Tieto, comments, "SDLC Solutions brought a truly consultative approach to the project and worked with Tieto to make sure that we got real commercial benefits. The team did a great job for us and left us owning a process that adds business value and improves our bottom line in a highly competitive market."

Why SDLC Solutions?

- **Experience:** We are the UK testing solutions specialist
- **Independence:** As an independent testing solutions specialist, we don't rely upon, or recommend, the use of any one testing tool or process
- **Impartiality:** Our impartiality allows us to deliver the highest quality solutions to clients without any constraints
- **Bespoke:** Our solutions are always tailored to meet the individual requirements of each client

Our customers:

Over the years, we have gained a strong reputation for consistent client-focused delivery and, in doing so, built long-standing relationships with many of our clients.

As a result, the in-depth knowledge and expertise acquired in each sector means our consultants will quickly understand your business issues and react promptly and effectively to your requirements.

Some of our clients include:

- National Australia Group
- Hewlett Packard
- Royal Bank of Scotland
- Tesco Finance
- Capgemini
- Capita Hartshead
- Accenture