INDEPENDENT TESTING SERVICES

“CSC’s testing service offerings lead to improved and predictable software quality: the result of measured and directed spending on testing, together with innovative best-practices and, standardized test process management.”

WHAT IS IT?
In today’s competitive market, organizations are required to deliver technology-enabled systems and platforms to customers faster, without sacrificing quality and at a lower cost. Considering the advances in enabling technology, organizations are looking for on-demand, highly scalable, measurable testing services with focus on high quality and timely results for new business-process enablement and portfolio rationalization/consolidation. Organizations that are evaluating and embracing newer technologies and platforms such as cloud, virtualization, mobility, modernization, analytics, social media, etc. seek accelerated business assurance to transform their business.

Companies with in-house testing teams are often challenged by huge costs, the inability to handle business peaks and troughs, and to fulfill specialized testing needs — resulting in inadequacy of test coverage that can affect system quality and reliability.

We at CSC combine expertise, experience and efficiency to offer end-to-end Independent Testing Services (ITS) covering both conventional and next-generation testing services for emerging technologies. CSC’s ITS enables customers to improve the quality of their systems, ensure faster time to market and reduce the Total Cost of Ownership (TCO) of their application portfolio by focusing on:

- Independence of testing through right governance
- Innovation to transform testing and deliver more value per $
- Consulting to help understand and address test requirements
- Leveraging emerging technologies such as cloud, mobile, etc
- Enterprise Testing CoE for standardization, reuse, reduced rework and early identification of defects
- Choice of alternate models such as “as-a-Service”
- Accelerated testing through automation, process rigor and comprehensive frameworks

Our specially designed process accelerators, technology accelerators and industry point-testing solutions provide our clients with substantial productivity and time-to-market benefits.

The cost of business downtime is immeasurable, with both revenues and reputation at stake. CSC’s ITS assures clients increased reliability and availability of their business systems to uphold end user confidence and satisfaction.

CSC’s INDEPENDENT TESTING SERVICES PORTFOLIO
Our Independent Testing Services portfolio constitutes a healthy mix of conventional and next-generation testing solutions for clients across industry verticals. Our ITS portfolio of offerings is organized across SHAPE, TRANSFORM and MANAGE offerings to best address our clients’ business goals and requirements.

NEED FOR INDEPENDENT TESTING?

- Poor-performing applications in production, leading to end user dissatisfaction
- Budget pressure to reduce operational spending and adopt CAPEX models
- Limited in-house capability and access to specialized testing expertise
- Lengthy development and test cycles throwing schedules out of gear
- Varying resource and expertise needs for testing
- Inability to leverage best practices and test assets
- Evaluating and adopting newer technologies and platforms
- Difficulty in cultivating an impartial outlook and restoring priority to testing
- Need for a dynamic application landscape that mandates frequent testing
- Ensuring compliance with regulatory requirements

If the answer is “yes” to one or more of the above statements, we can help, quite simply because our independent testing services provide end-to-end solutions for clients across industry verticals to:

- Reduce business risks
- Improve quality of applications / systems
- Lower application TCO
- Get faster time to market
- Best leverage newer technologies

- Financial Services
- Health Care
- Manufacturing
- Diversified
- NPS

CSC Independent Testing Services

Shape
Assess & Advise
- Test Organization Assessment
- Enterprise Test CoE Using SCORE Methodology™

Transform
Change & Optimize
- Enterprise Test Automation Services Using eTAP™
- Mobile ASSURE For Mobile Application Testing
- Testing as a Service (TaaS)
- Test Environment Management in the Cloud

Manage
Improve Efficiency
- Lifecycle Testing Services
- SAP Testing
- Oracle E-Business Testing
- Performance Testing Using Cloud (CloudTEST)
SHAPE offerings constitute a set of solutions to assess and advise on optimal testing organization and function. These services help to align testing to business strategy, assess the current state, define the future road map and support in establishing a mature test organization with quantification business benefits.

TRANSFORM solutions provide a stepwise guide for achieving productivity objectives and help clients change and optimize testing divisions into a more effective entity. These services help with the appropriate treatment not only to transform a client’s testing function but also its organization by leveraging our unique automation and intellectual property for improved quality, greater speed, reduced cost and increased business benefit.

MANAGE solutions help to meet and manage the ongoing requirements of the testing function and improve efficiency across the life cycle of applications / systems. These solutions also provide need-based testing capability and the necessary support / assets to maintain / upgrade an application portfolio to an adequate / agreed quality and help release “bug-free” applications to production.

**HOW DO INDEPENDENT TESTING SERVICES HELP?**

<table>
<thead>
<tr>
<th>Enhance Application Quality and Performance</th>
<th>Reduce Time to Market for Products and Services</th>
<th>Reduce Testing Cost and Improve Predictability</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Enhance test maturity towards “first-time-right” applications</td>
<td>• Automate lifecycle quality management</td>
<td>• “As a Service” testing model to align with the demand and provide predictable cost</td>
</tr>
<tr>
<td>• Metrics and benchmark-driven quality and performance</td>
<td>• Standardize processes and interfaces for consistent, fast and reliable output</td>
<td>• Provide clear view of quality levels across the application portfolio enabling effective allocation of test spend</td>
</tr>
<tr>
<td>• Test engineering with stringent quality gates to ensure early defect detection</td>
<td>• Enable faster adoption of newer technologies driven by prior investment and analysis by CSC</td>
<td>• Automation, reusable assets, frameworks, accelerators for reduced cost</td>
</tr>
</tbody>
</table>

**CHOICE OF ENGAGEMENT MODELS**

- Sourcing Models – Co-ownership, Managed Services, TaaS
- Engagement Approach – Consulting, Project Work, Test Factory, TCoE
- Delivery Options – Onsite, Offshore, Near-shore, Multi-shore
- Commercial Models – T&M, Fixed Price, Output-/Outcome-based Pricing

**CASE STUDY**

One of the largest airlines with operations across the globe

**Client Challenges**

- Decentralized QA with high-quality management cost
- Need for creation and maintenance of multiple environments
- Limited business requirements definition and reference data documentation
- Need for increased test coverage & optimization

**CSC Solution**

- End-to-end independent testing
- TCoE Framework with centralized processes, tools & specialized testing services
- Establishment of cohesive QA practices across all units
- End-to-end infrastructure capacity & performance testing
- Established Executive Release Dashboard to aid in “Go/No-go” decisions for product releases

**Key Benefits**

- Successfully launched integrated systems across operations & passenger service on time, within budget
- Enterprise TCoE implementation resulted in:
  - 60% savings in manual efforts
  - reduced CSR (Customer Service Representative) dependency by 80%, through creation of in-house D-Gen tool
  - 80% effort reduction on functional & regression test cycles through Services Test Design Toolkit

**CSC DIFFERENTIATORS**

- Technology and software vendor agnostic: we’re technology / software / tool independent. We are one of the largest true service providers that can tailor solutions to meet any business need without bias.
- Innovation-driven trademark solutions
- Industry leader in TCoE and “as-a-Service” options
- “Independent” testing services to clients across industries and geographies, including the public sector
- Large pool of “career testers” trained and certified in best testing processes
- Comprehensive portfolio of traditional and emerging services, including next-generation testing solutions embracing cloud, mobile, big data and social media
- Industry point solutions for verticals’ specific requirements bundled with consulting and testing expertise
- 100+ global alliances and partnerships
- 50+ years of experience, 98,000+ employees worldwide, operating in more than 95 countries across six continents
- Multiple low-cost delivery centers across the globe with eight specialized testing centers

**FIND OUT MORE**

For more information speak to your CSC account manager, visit our website: [csc.com/testing](http://csc.com/testing)
write to us: testing@csc.com
or speak to us:

**NORTH AMERICA**
+1.888.512.7068

**EMEA**
+44(0)845.602.4204

**ASIA PAC**
+65.6221.9095

**AUSTRALIA**
+61(0)2.9034.3000
About CSC

The mission of CSC is to be a global leader in providing technology-enabled business solutions and services.

With the broadest range of capabilities, CSC offers clients the solutions they need to manage complexity, focus on core businesses, collaborate with partners and clients and improve operations.

CSC makes a special point of understanding its clients and provides experts with real-world experience to work with them. CSC is vendor independent, delivering solutions that best meet each client’s unique requirements.

For 50 years, clients in industries and governments worldwide have trusted CSC with their business process and information systems outsourcing, systems integration and consulting needs.

The company trades on the New York Stock Exchange under the symbol “CSC”.

Copyright 2012 Computer Sciences Corporation. All rights reserved.