



a global vision for software testing

Off Shore Resourcing

Client Type: One of the UK's leading Web based retailers selling the latest gadgets and technology to customers all over the world.

Why TCL?

The Client had previously met with Tony Prosser and when the need for experienced test professionals arose, the flexibility and professionalism that had been offered by TCL, along with the passion and understanding demonstrated by Tony, were the reasons for the engagement.

Benefits

The solution provided to the Client has provided immediate benefit by:

- Providing a cost sensitive solution
- Giving a very flexible approach during times of quick and significant change to scope and budget
- Providing a local communications layer that could respond appropriately and effectively.

Background

Prior to engaging TCL the Client had already initiated a project that was expected to replace most of their back end systems.

The impact of this project was to be felt across the organization, including the warehouse, finance, commercial and customer services facilities.

The solution chosen was based on an open source application, that is widely used by small and large businesses throughout the world. The project was budget sensitive and this was the first engagement of a formal, external, testing capability.



"Our Client has been Extremely impressed with the way we have been able to flex resources up and down at a moments notice to meet the challenges of their very dynamic, retail environment."

Tony Prosser
Co-founder & Director
TCL

"The use of the off shore resource was transparent to us. The major factor in choosing the off shore option was budget and I believe that this option provided the best value for money, combined with (TCL) on site managing the off shore resource, taking away any problems that can sometimes occur when off shoring work. We would do this again, and I am recommending this approach to testing to other divisions within the group."

Angus Gow, I Want One Of Those



Challenge

The challenge for TCL was to deliver testing that was:

- Sensitive to the budget requirements of the Client
- Able to integrate into an informal process environment
- Could meet the needs of a dynamic retail environment
- Able to meet the time sensitive requirements of the project.

The project was working towards a July release date, in order to put the systems live prior to the start of the pre-Christmas increase in business.

Solution

TCL provided both onshore and offshore resourcing under the TCL Consultancy-led Offshore Managed Service model.

A local communications layer was provided to ensure that change control could be managed quickly and effectively within the dynamic environment.

Requirements to change resourcing profiles were responded to quickly and effectively, with ramp up and ramp down SLAs being less than 5 days in most instances.

Deliverables included:

- Detailed work estimates
- Project Plans
- Test Scripts
- Test Results.



TCL is an independent Software Testing and Business Consultancy started at the beginning of 2000, with offices in the UK in London, Bristol & Exeter; in the US in Burlington, Massachusetts; and in India in Bangalore.



If you would like more information about TCL or to speak to one of our consultants please contact

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