

HP makes it easy for International SOS to test new and existing applications



“With HP Quality Center, we are able to prioritize and resolve issues faster and contribute to the improvement of the quality of our applications. This is great news for our end-users. They become more productive, which in turn delivers business improvements to our company.”

Xerxes Mangapit
Group Quality Assurance Manager
International SOS

HP customer case study:
HP's quality assurance solution makes it effortless for International SOS to test its applications

Industry:
International Healthcare

Objectives

- To implement an application test management tool with HP partner, Pro-Datech, for the company's Global Business Applications
- To streamline the application testing process and involve users testing from different locations and time zones

Approach

- The implementation of HP Quality Center

Business outcomes

Accelerate business growth

- Automated functional testing makes regression testing faster
- Dashboard and reporting capabilities provide managers with real time status of projects
- Helped facilitate communication between the diverse personnel involved in the testing process

Lower costs

- Internet accessibility allows the company to work with offshore teams to trim costs
- Ability to manage the defects enables efficiency and continuous improvement among all development and test teams

Mitigate risks

- The traceability of change requests and requirements minimizes the risks of projects drifting away from their original purpose and scope



Background

International SOS is the world's leading provider of medical assistance, international healthcare, security services, and outsourced customer care. International SOS currently provides services to 83% of Fortune Global 100 companies.

It helps businesses, governments and non-profit organizations manage medical, travel and security risks facing their international travelers, expatriates, and global workforce through its network of alarm centers, online travel management services and medical consulting practice.

In the past, International SOS used three key assistance applications: one is developed in the US, and the other two are both developed in Australia. These disparate systems served the company well in their daily operations but only provided partial integration. As a result, the data was often untimely.

Customer solution at a glance

Primary software

- HP QuickTest Professional
- HP Quality Center

Over 6,000 employees rely on these applications, including customer service executives, nurses and doctors, sales and marketing professionals, financial professionals, and business intelligence analysts.

With global operations in over 70 countries and locations, it was critical for International SOS to have an environment where relevant information was available 24/7. International SOS needed a system that allowed it to become location independent.

International SOS developed new applications that allowed the company to provide a single integrated environment across its entire assistance structure. For example, it can serve as a platform for doctors and customer service executives to work together in sync and in real time.

Challenges

International SOS underwent a global Business Process improvement, which required the consolidation of case management and billings systems to its 26 operations and billing centers spanning five continents. As these systems continue to evolve, more and more enhancements and improvements came into place as a result of ever-changing business needs.

The development of these applications alone required rigorous testing by different groups located in different departments and locations. Adopting an off-shoring and resource augmentation model that allows dynamic allocation of resources to provide cost savings put International SOS' knowledge retention at risk if mismanaged.

Solution

HP Quality Center resolved these problems by allowing International SOS to provide a single integrated environment across its entire IT Infrastructure. Information is retained and knowledge can be easily shared via the requirements and test scripts that have been written. It has acted as a repository, not just on defects raised from previous projects but also the requirements that change over time.

In addition, HP Quality Center makes communication between all development and test team members much easier. Teams have access to data anywhere, at any time via the Internet or International SOS intranet. Test managers can check their projects' real time testing status and prioritize defects. They can also



monitor each tester's productivity and knowledge of the system.

A strategic HP Software Business Partner, Pro-Datech, worked with HP to identify the needs of International SOS and concertedly worked towards the implementation of HP's solutions. With more than 30 years of experience in the IT industry, Pro-Datech delivers end-to-end solutions for enterprise systems, storage and security, from hardware and software provisioning, to consultation, project management, implementation and after-sales support services.

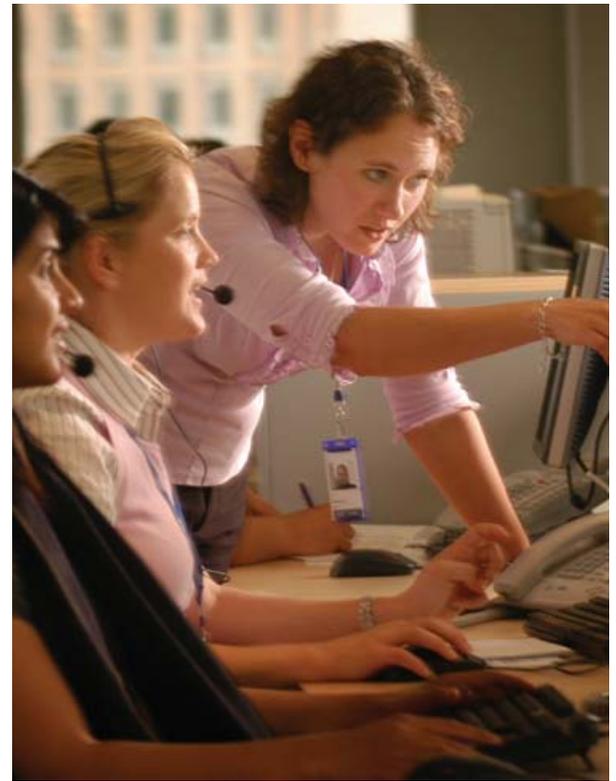
As HP and Pro-Datech took the time to understand and work with the business requirements of International SOS, they were able to deliver the right product and value proposition. Armed with this knowledge, it only took three months to get the solution implemented, which meant zero business downtime. In addition, Pro-Datech offered possible solutions for the future as the landscape of software development is under constant change while the business continues to grow.

Results

From a business stand point there are two improvements. The speed of raising change requests has improved. Because businesses can simply raise their requests through HP Quality Center, requests can be analyzed there and then by technical teams. This

“As our business grows, so do the requirements to enhance our applications. With Quality Center’s ability to scale, we should be able to cope with the increasing demands of our business.”

Xerxes Mangapit,
Group Quality Assurance Manager,
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has done away with email and phone calls, which allowed some requests to slip by unanswered when International SOS experienced a high volume of calls previously.

Also, the number of issues slowing workflow has decreased. This is due to the increased quality of the applications. The number of resolved production defects can be directly translated to the development teams’ productivity. This has resulted in a 10% reduction of product defects.

The productivity of the technical teams has improved by an estimated 50% with process automation. Also, the information submitted in the form of an online request is easy to track from end to end – something that would be extremely difficult to do with the manual process.

Regression testing has improved significantly. A process that normally takes 5 days has been reduced to a day with HP QuickTest Professional software.

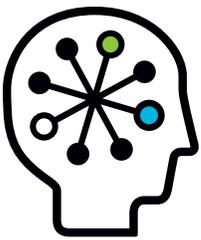
Overall, International SOS has achieved 82% of their targeted ROI, while making a significant drop in the defects of their applications.

Scalability

As business grows in International SOS, so will its application requirements. With HP Quality Center’s ability to scale and the hands-on approach from Pro-Datech, International SOS will be equipped to cope with the increasing demands of its business globally.

"I would recommend HP Quality Center to any company, especially those with distributed teams. And in this fast changing IT world of ours, the last thing you need is a tool that cannot quickly adapt to business changes."

Xerxes Mangapit
Group Quality Assurance Manager
International SOS



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