

Linklaters Challenge

With an ever changing demand for software testing skills and the inevitable challenge to 'deliver more for less', Linklaters took a decision in 2008 to outsource its software testing to a managed service – to provide a centralised testing function.

"It is not the strongest of the species that survives, nor the most intelligent that survives. It is the one that is the most adaptable to change."

Charles Darwin
1809-1882

After considering several different suppliers, TSG were selected because of their partnership approach to outsourcing – and their long standing expertise in software testing.

Will Hitchcock of

Linklaters

"...these things have helped us to develop a testing practice which changes with the demands of our internal clients and is now integral to our IT service provision".

Implementation

TSG deployed a team to:

- Overall test strategy
- Functional testing
- Performance testing
- Automation – where justified by the ROI
- Reviews
- Plan and execute system test and system integration
- User acceptance testing
- Internal account management – interfacing the test team with the business

To ensure the service was launched on the right foundation, TSG and Linklaters discussed time based objectives to develop a service level agreement that put obligations on both sides. To measure progress, we also agreed a scorecard of objectives, which is validated and renewed each quarter as successes are achieved and new objectives are defined and set.

How does it work?

We deploy flexible SLA driven teams that work under your control at your location. We call it managed service, meaning you get the benefits of outsourcing whilst still retaining control.

In addition to undertaking testing tasks across the full life-cycle, the team engaged in a cosourcing partnership at Linklaters, has a responsibility going far beyond that of simple recourse provision, such as:

- An active onsite TSG Test Manager who has responsibility for the team and is accountable for service delivery

- Working to get the right strategy and process in place that help ensure the goals of Linklaters and needs of its business are met
- Advance demand management profiling and planning for seamless skills provision and continuity
- Availability of multi-skilled professionals to meet established demand management profile requirements and transfer skills
- Provision of full information traceability that empowers Linklaters to make decisions based on facts, risks and workarounds

Outcome

The team has successfully delivered 15 major testing projects for Linklaters, on time and on budget in the past two years:

- A consistent pricing model for testing
- A team that is fully adaptable to the business needs
- Reduced management overhead for Linklaters
- Implementation of a test methodology
- Deployment of a complete test team model
- Deployed the right skills at the right time
- Skills transfer to the in-house team

Success is breeding success, with TSG holding an internal account management role with the business and project managers to bring further work into Linklaters test centre, where they benefit from solid testing expertise that gives them a tangible and time-based return on their investment.

Will Hitchcock of

Linklaters

“By engaging TSG we have been able to rapidly develop a new testing function within an IT department which historically had little in this area. TSG offered us process improvement, training, the implementation of a test strategy and the flexibility to frequently change skill-sets. We have access to industry experts for consultation as well as one of the country’s leading test manager’s onsite. All of these things have helped us to develop a testing practice which changes with the demands of our internal clients and is now integral to our IT service provision”.



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