

QUALITY MANAGEMENT - A WINNING STRATEGY

Quality Management has taken great strides in asserting itself as one of the most critical areas within any company. With a long-standing partnership established in 1999, our client and Noesis have grown together in this field. When the project began, it was organized according to a resource-model idea, and Noesis had a small group of experts working closely with the client's quality team. Currently, it follows a service/capacity model, that is, an elastic model that allows adapting the service, increasing or reducing capacities and resources, according to the client's needs. Noesis' participation includes providing services like automation, software testing, quality assurance, and DevOps.



Sector:
Telecommunications

Business Unit:
Quality Management, DevOps & Automation

Solution:
Elastic partnership model Quality Management



THE CHALLENGE

The great challenge of this joint work is the constant need for adaptation and reinvention. This increases the responsibility for Noesis, which has to make an effort to keep up with the client's needs.

GOALS

- › Elastic partnership model that allows a constant adjustment according to the customer's needs;
- › High level of quality that allows achieving excellent results;
- › Drive and prepare the team for an effective and efficient test preparation;
- › Implement Functional Test Automation and Non-Functional Testing: performance, load and volume;
- › DevOps Pipeline and Service Virtualization.

SOLUTION

The project has evolved from the traditional waterfall to the Agile model. The first collaboration with Noesis took place in a restricted scope, limited to the conventional testing component, but over the years, the approach to the area of quality has changed, and consequently, so it did to the testing activity. The evolution currently includes two large testing blocks:

- › Functional tests, which make the acceptance of products and applications developed before they go on to exploration;
- › Non-functional test on performance and safety of products delivered to the end customer.

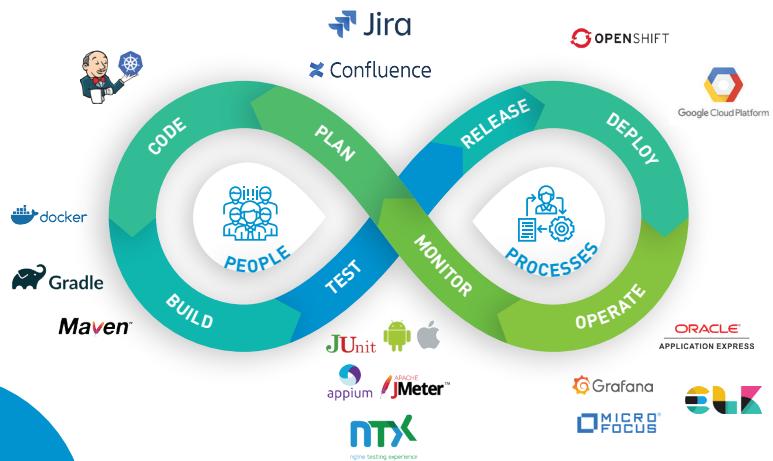
The project follows a unique logic supported by several technologies. At the level of automatic tests, the tools are selected according to the context of use. For more technical and specialized products, tests are made with NTX®; for other products, the business itself uses exploration applications that make it easy to automate tests. To respond to the client's needs, Noesis gathered a set of best-of-breed open source and created a framework to facilitate all tests and prepare the team to increase the company's capacity in this area.



THE RESULTS

Working in partnership with Noesis allows the client to maintain its disruptive identity, in this specific case in terms of quality management. We highlight some key points:

- › **App:** the app was built from scratch and had a quality team that carried out all performance and safety tests, in order to ensure that the app went to the market without fail in these two scopes;
- › The QM area had a very relevant performance in terms of end-to-end quality, ensuring the delivery of the app, and the rest of the offer in an integrated way.
- › From 2019 to 2020, software tests increased by 25%, making them more efficient.
- › From 2019 to 2020, critical errors were identified and mitigated in quality tests, increasing the quality of the delivered software by around 30%.



Noesis is an international tech consulting company offering services and solutions to support clients in their business and digital transformation. Noesis solutions focus on infrastructures, software, quality, and people. The organization is based on highly specialized talents, operating in nine business units and six countries: Portugal, Spain, the Netherlands, Brazil, Ireland, and The USA. Since 2020, Noesis has joined Altia, listed on The Alternative Equity Market, with over 2000 employees, 3 Datacenters, and 20 offices.



NTX® - Ngine Testing Experience - Noesis own test automation tool that simplifies the test automation process in an intuitive, fast and versatile way, which means that you can optimize the time-to-market for a solution while reducing costs in your overall development cycle. The tool doesn't require technical skills to implement automation batteries as well as it easily adapts to the specific needs of each client.