

# 2015 Awards for Customer Excellence Nominee



## Ighal Szyk, Amdocs

Communications Testing Solution Provider leverages HP ALM to create groundbreaking mobile reports application

### Lifecycle Management

### Performance Testing

**High-level overview:** Using HP, Amdocs realized the following benefits:

- Leverage long-standing partnership between Amdocs and HP, and the high adaptation of HP ALM/QC framework by Communication Service Providers (CSPs)
- Create Amdocs BEAT™ Mobile Report Center, a mobile application that gives customers simple, real-time access and granular visibility into their acceptance-testing status
- Extend value of HP ALM and HP QC to provide mobile, easy-to-read access to report data
- Leverage award-winning testing framework to enhance customer experience, accelerate testing lifecycle
- Deliver added value to testing customers including industry-leading CSPs; within one quarter of its introduction, six CSPs have already begun using the application

**Company:** Amdocs' 22,000 employees worldwide provide customer care, billing and order management systems for communications carriers and Internet services providers such as AT&T, Sprint and Vodafone. Amdocs Testing division is the leading testing solutions provider in the communications market. The Amdocs Testing Service won the 2014 International Quality Innovation of the Year Award for its Amdocs BEAT™ testing framework. This service is a cloud-enabled, analytics-driven software platform consolidating best-practice methodologies and tools including Amdocs software and HP Application Lifecycle Management (ALM) with HP Quality Center (QC).

**Contact:** Ighal Szyk is Testing Product Director at Amdocs. His team supports the use of testing tools based on HP/ALM capabilities, by close to 3,000 Amdocs Testing professionals and external customers, including major CSPs in North America and elsewhere.

**Business goals:** Amdocs aimed to develop a value-added offering called Amdocs BEAT™ Mobile Report Center, that gives testing customers real-time visibility on their mobile devices (iOS and Android) into actual compared to planned execution status of all acceptance-testing projects underway across any line of business.

**HP Software implemented:** HP Application Lifecycle Management (ALM) and HP Quality Center (QC). Ninety percent of Amdocs customers already use HP ALM, since Amdocs Testing is actively offering it to both existing and new TaaS (Testing as a Service) customers. Given that HP ALM/QC have APIs available to retrieve data, the Amdocs BEAT™ Mobile Report Center is able to extract data from HP ALM and HP QC—where all information about test cases, plans and defects is stored—and generate acceptance testing mobile reports with a business process view. Customers can then drill down into the HP ALM/QC testing data to their desired level of detail and see real-time status reports any time and from anywhere they have mobile access.

**Benefits:** Mobile, real-time access to reports provides tangible value to customers (convenience, visibility, accelerated testing lifecycle, ability to make informed management decisions) and magnifies trust in Amdocs services.



Share with colleagues

[hp.com/go/software](http://hp.com/go/software)

