

## CASE STUDY - Software Testing Services

### For a leading BPO

#### SNAPSHOT

**Industry**  
BPO

#### Business Challenge

- Uncontrolled and unpredictable cost of testing
- Spikes in requirements of resources
- Knowledge and skills retention

#### Omnitech Solution

- A flexible model
- Expert consultant to manage and execute the testing activity
- Pro-Active resource planning
- Effective reporting mechanism

#### Business Benefits

- Effective project management
- Skilled resources available for consulting
- Cost control
- Enhanced quality of software

#### Company Overview

Our client is UK's leading business process outsourcing (BPO) and professional services company. They deliver back office administration and front office customer contact services to private and public sector organisations across the UK and Ireland. Our client's India business includes clients from a diverse range of industries including, Mutual Fund Administration, Life and Pensions Administration, Insurance Services, Knowledge Services and other regulated and unregulated Financial Services work.

Our client's Assurance and Testing division is the UK's leading provider of systems quality assurance and testing solutions to both the public and private sectors.

Their sole focus is on systems quality assurance and testing - delivered through a managed service, consultancy or recruitment solutions.

Our client's IT application development and testing is outsourced to India office.

#### Business Challenges

- Uncontrolled and unpredictable cost of testing
- Adequate levels of testing never reached
- Spikes in requirements of resources
- Under utilization of testing resources
- Knowledge and skills retention

## Solution

- Omnitech offered a flexible model for software testing services
- Provided relevant expertise to the client to manage and execute the testing activity as and when required
- Pro-Active resource planning for smoother execution of testing activity
- Established a fool proof reporting model for submitting test cases and defects

## Benefits

- Right project management and aligning resources as and when required
- Direct access to Omnitech skilled resources and delivery methodologies
- Cost control on testing activity by effective project management
- Enhanced quality of software by implementing proper testing methodology

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### About Omnitech InfoSolutions :

Omnitech is a global IT solutions and services provider company in the areas of business availability, business continuity and business enhancement services. With over 23 years of fostering client relationships, we at Omnitech are agile to establish the best global credentials through world class quality certifications. Besides the conduct of ISO 9001:2008 Surveillance audit for quality management, we have also gained ISO 20000, ISO 27001 and BS 25999 standards.

As an intensely technology focused company, Omnitech banks upon its ability to anticipate and address IT requirements across business in a cost effective manner. Omnitech InfoSolutions helps customers to align their IT with their business goals and offers value added services at different phases of their IT planning and deployment cycle. We help them to derive optimum utilization of their IT resources and lower their cost of operations. Within the broad direction, Omnitech innovates in order to compete successfully. Emerging as a pioneer in business continuity services, Omnitech introduced first of its kind disaster recovery centre in India meeting all the global standards, thereby demonstrating both its knowledge of technology and skills of implementation.

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### Contact Omnitech InfoSolutions today for free consultation

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