



Test Center of Excellence

AppLabs' Test Center of Excellence is designed to help companies optimize their IT and business quality management and testing capabilities. Our complete focus on quality management and testing combined with deep expertise in the development lifecycle enables us to provide practical services that really do help you to improve the way you build systems.

Unlike traditional quality control services in IT, which often slow down the development process, AppLabs takes

a refreshing 'can-do' approach. Our services will help you put the effort where it is needed and improve your capability to deliver. We will focus on areas of risk, identify what can be done in parallel and exploit opportunities to improve productivity. Working with AppLabs will enable your teams to focus on getting the job done more quickly without compromising on quality.



AppLabs' Test Center of Excellence

The increasing complexity of change, increased quality expectations and demand of business users and the pressures to reduce IT costs are the key challenges driving organizations to re-evaluate their approach to testing. In response to these challenges, AppLabs has developed its Testing Center of Excellence (TCoE) offering which utilizes the proven processes and approach of AppLabs' Managed Testing Services coupled with the best practice elements of AppLabs Test Process Consultancy Services. It further combines them with some key added features specific to gaining the benefits of a TCoE.

AppLabs' TCoE features include:

- ▶ Creation of test governance and test processes aligned to organizational governance
- ▶ Centralization of test resources to reduce peaks and troughs associated with resourcing projects and reducing knowledge and skills loss
- ▶ Increase engagement between testing and support functions such as Test Environment Management, Configuration Management and Project Management
- ▶ Increase test training and business knowledge transfer to increase the effectiveness of testing resources

TCoE Benefits

Post production defects, budget, schedule overruns and poor quality of testing are some of the many issues that occur during the test project lifecycle. AppLabs' TCoE provides a proven approach that can rectify these and other common issues. The AppLabs TCoE encourages a consolidated approach to testing to drive efficiencies, through standardization and centralization of testing processes, test governance, test resources and test infrastructure.

With our expert testing knowledge and skills and through the implementation of the TCoE framework, AppLabs has delivered on average 20-30% reduction in test costs to our customers.

Although reducing costs of testing is often the key driver in setting up an organisational TCoE, some of the other key business drivers for setting up a TCoE include:

- ▶ Improve and enhance Project management, Resource management and Test environment management capabilities
- ▶ Manage and reduce peaks and troughs to resource requirements
- ▶ Standardization of process
- ▶ Test Tools selection and ownership
- ▶ Increase test efficiency
- ▶ Increase quality of testing outputs and production code

Establishing The TCoE

The AppLabs TCoE has four maturity levels.

TCoE Level 1

Common Test Process
Common Test Metrics
Centralized Test Governance

TCoE Level 2

Centralized Test Governance
Common Test Tools
Central Knowledge Database

TCoE Level 3

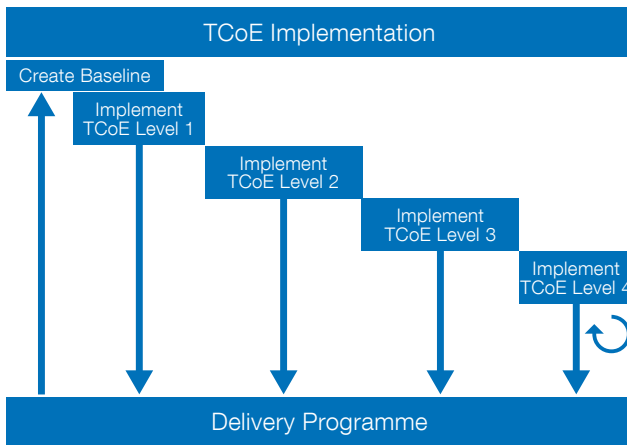
Organizational Training Programme
Common Test Infrastructure
Measureable \$ Return on Investment

TCoE Level 4

Test Process Optimization
Organizational Test Compliance
Defect Prevention (not identification)

The implementation of the TCoE levels and their content are flexible depending on the individual requirements of our clients. However, in general AppLabs' TCoE is implemented using a five staged approach.

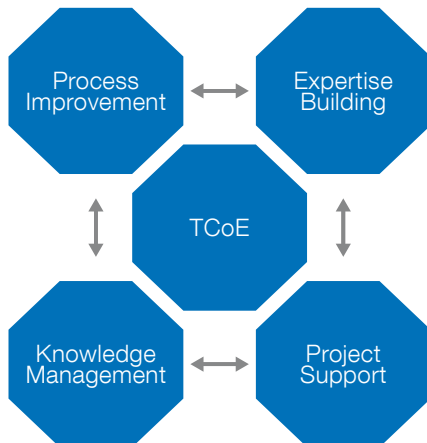
- ▶ Initially a baseline of current test process, practices, resources and testing costs are established. Having a baseline from which to measure the success of the TCoE against is essential for both AppLabs and our clients.
- ▶ Implementation of TCoE Levels 1 - 4.



implementing AppLabs' TCoE framework would help in realizing TCoE benefits including optimization and continuous improvement of test processes. AppLabs has developed an enviable track record of implementing TCoE to some of the world's largest organizations. AppLabs has a robust discovery framework and delivery mechanism to ensure that we can deliver customized TCoE's to even the largest organizations at a high level of quality which delivers proven Return on Investment (RoI).

A key element of the TCoE is to ensure that there is full consideration made to the delivery schedule. Prior and during the implementation of TCoE initiatives, AppLabs reviews the delivery schedules to ensure there is no adverse impact.

Each phase of a TCoE is built on four pillars which are, Process Improvement, Expertise Building, Project Support and Knowledge Management.



Each of the four pillars has a number of components, including for Process Improvement: Methods, Templates, Metrics and Tools. Expertise Building: Training (Tools and Processes) and Business Knowledge Transfer. Knowledge Management: Knowledge Repository and Test Guideline Documentation. Project Support: Project Management and Environment Management.

AppLabs TCoE Experience

AppLabs' TCoE is a proven approach to addressing quality, cost and resourcing issues. For organizations that target improvement in testing, processes and business,