

FROM CHAOS TO GOVERNANCE

LEARN HOW TELIASONERA USED ASSURE PROJECT HARMONIZER TO GAIN FULL BENEFITS OF HP QUALITY CENTER 10 PREMIER



TELIASONERA INTERNATIONAL CARRIER

TeliaSonera is a global provider of cross-border communication services. They deliver IP and voice services and provide the media, education and online gaming industries with services tailored to their specific needs. They operate more than 27,000 miles of fiber network, which covers 35 countries across Europe, US and Asia. TeliaSonera are a leading global IP provider - the number one carrier in Europe and winner of 2009 World Communication Awards in the Best Wholesale Carrier and Best New Service categories. TeliaSonera is also the world's first 4G service provider.

TeliaSonera uses HP Quality Center as the platform for their Quality CoE.

TeliaSonera's MDE Center of Excellence integrates HP's BTO solutions into an enterprise solution that optimizes the business outcome of IT. MDE automates and integrates the strategic functions between business and technology.

MDE runs HP Quality Center as a central service having about 300 projects across 4 countries.

HIGH MAINTENANCE COSTS DUE TO A NON-STANDARDIZED ENVIRONMENT

TeliaSonera has been using HP Quality Center since the 90s. Over the years different project templates were used, and in addition, projects have been customized further to address specific business needs.

This led to the situation where maintenance was becoming increasingly complicated, time consuming and costly. Deploying changes to projects was complicated and costly to deploy as new changes had to be customized separately for individual projects.

CALCULATING THE TECHNICAL AND FINANCIAL FEASIBILITY OF ASSURE PROJECT HARMONIZER

TeliaSonera decided to "Harmonize" their projects to be based on a single project Template. This approach would significantly reduce the maintenance costs and would bring other important benefits such as a common way of working across the organization, common integration interface and common reporting.

TeliaSonera also realized, that by harmonizing their projects they could get full benefit of the new QA governance features in HP Quality Center 10 for all of their HP QC projects.

TeliaSonera evaluated different options for achieving the project harmonization. A 'do-it-yourself' approach was investigated first and was found to be time consuming, expensive and requiring deep technical knowledge. Other providers were evaluated and Assure was the one TeliaSonera chose.

ASSURE WAS SELECTED FOR THE FOLLOWING REASONS

- Recommended and certified by HP
- The only commercially available out-of-the-box product for project harmonization
- Complete project conversion maintains the data, relations, rules, permissions, etc, intact
- Proven methodology and best practices
- Experience with executing project harmonization in very large and challenging environments
- Fast execution and delivery
- Reduced Risk

Critical factors for choosing Assure were the know-how and previous experience of Quality Center project Harmonization. Using the Assure product TeliaSonera was able to harmonize 36 projects in 40 days and achieve immediate significant savings.

SUMMARY

Company

TeliaSonera International Carrier is a global provider of cross-border communication services.

Challenge

Standardize a fragmented HP Quality Center Project Environment.

Solutions

Assure Project Harmonizer

Results

Reduced Maintenance Costs

Shared QA processes across the company

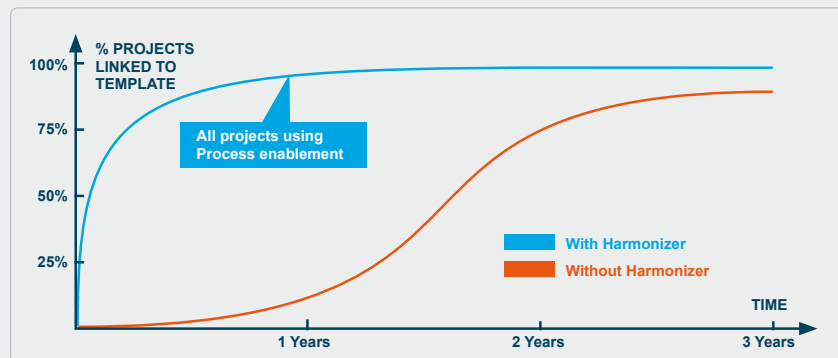
Plug-and-play Common Integrations and Reporting

“ Based on our past experience, we estimated the standardization project would take us 6-8 months. Using Assure’s Harmonizer it took us only one month.

Mats Nordenback, IT Manager for MDE at TeliaSonera

TURNING LIABILITIES INTO ASSETS: BUSINESS BENEFITS

By using Assure’s solution TeliaSonera was able to start using HP Quality Center 10 new functionalities for all their existing projects from day one.



“Now we have harmonized projects, up-to-date documentation and we are able to give our developers more time to concentrate on the essentials. Updating the workflow can be done in minutes instead of hours. Every harmonized project now uses the same testing process, which enables us to use our testing resources more effectively. Also, the amount of support requests we get has been reduced significantly since we harmonized the projects”, says Mats Nordenback, IT Manager for MDE at TeliaSonera.

TeliaSonera achieved significant cost saving. Maintenance costs have been reduced significantly. Using a certified and tested innovative product minimized the implementation time and resources that were required from TeliaSonera.

“Assure harmonized our HP Quality Center projects in a tight schedule, still the project was within time and budget. We now have full control and centralized governance over our HP Quality Center projects. The solution has already paid back the cost of the project and we can now work in one unified test environment to make high quality projects for our global organization”, Mats Nordenback summarizes.

OUTCOMES OF PROJECT HARMONIZATION

Reduced Maintenance Costs - Harmonization enabled TeliaSonera to fully use HP QC 10 Process Enablement functionality for all their projects. 100 projects are now linked to a single project template. Deploying updates is easy and fast and maintenance costs has been reduced dramatically

Integrations -Being able to easily integrate QC with other systems in TeliaSonera was one of the key drivers for project harmonization. E.g. the integration to HP PPM is now much easier to implement as it does not have to be tailored for individual projects

Rapid ROI - The project was executed quickly and on time and brought TeliaSonera the full benefit of HP QC 10 Process Enablement for all their existing projects from day one. Assure provided the expertise and guidance needed to ensure the timely success.

Accelerated Implementation and Deployment - It is much faster to fulfill business requirements by implementing and deploying new QA processes through HP Quality Center, as changes can now be pushed out to all the projects that are linked to a project template

LOOKING AHEAD

TeliaSonera is well positioned to take on future challenges in the QA space. Having governance over all their Quality Center projects makes HP Quality Center the platform of choice for their Quality Center of Excellence.

ABOUT ASSURE

Assure provides innovative products and solutions for HP Quality Center customers.

Using our solutions companies can achieve a standardized and enhanced use of HP Quality Center while lowering the TCO. Our growing partner network enables us to offer our solutions globally.

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