



Binary Code successfully Tests and Deploys new customer care and billing system

Overview

Roll out a next generation customer care and billing system, consisting of 11 applications including two off-the-shelf products.

The client

Client is a leading services company

The business need

To reduce the response time and costs associated with each customer care issue

Key challenges

This major deployment had several challenges, including thorough testing at all stages of development and deployment.

The Binary Code solution

Binary Code's solution included development of testing strategy, detailed test plans and test cases. Our team developed over 45 automated test scripts required for repetitive test functions. The team working closely with development and deployment teams was responsible for ensuring release coordination and providing feedback to development teams, especially on system performance issues and for help resolving performance problems

Value delivered

- More than 26 % savings on cost of testing
- Substantial reduction in the testing cycle times, and thus reducing the overall cycle time associated with each issue
- Professional testing approach providing insights into design and development issues
- Smooth transition to production