

# Case Study: T-Mobile

## Introduction

Based in Bellevue, Wash., T-Mobile USA, Inc. is a member of the T-Mobile International group, the mobile telecommunications subsidiary of Deutsche Telekom AG. T-Mobile USA's GSM/GPRS voice and data networks in the United States (including roaming and other agreements) reach more than 268 million people. In addition, T-Mobile operates the largest carrier-grade, commercial wireless broadband network in the United States.

## Business Challenge

- ◆ Quality management processes were very diversified, spanning multiple groups, projects and applications.
- ◆ Multiple standards and uses for Quality Center between groups, projects and applications.
- ◆ Limited traceability between test assets.
- ◆ Not taking full advantage of the capabilities of Quality Center.

## Solution

Quality One worked with T-Mobile to assess existing processes, technologies and personnel, then created a custom roadmap to ensure T-Mobile's success. While implementing the roadmap, Quality One assisted T-Mobile to:

- ◆ Create a 4 stage pilot program for shorter time-to-value.
- ◆ Integrate Quality Center with Mercury's IT Governance solution to manage demand on the group and define KPIs (Key Process Indicators) that can be used to measure these successes.
- ◆ Define and implement global templates in Quality Center.
- ◆ Establish a modular testing methodology using Business Components in Quality Center (BPT – Business Process Testing).
- ◆ Implement ROI reporting metrics to measure and track the progress and value of automation.



- ◆ Train end users on BPT testing methodology and solution approach.
- ◆ Utilize ITG Demand Management component for requirements management.
- ◆ Configure and request types, workflow, and Demand Management dashboards for reporting.

## Results

- ◆ Better alignment of business goals to IT efforts.
- ◆ Improved visibility into project efforts and finances.
- ◆ Increased staff utilization by 60%.
- ◆ Eliminated wasted development and testing cycles through the integration of ITG and Quality Center process management.
- ◆ Modular testing methodology allowed greater reuse of test automation assets, resulting in automated test case time-to-value to be realized 40% faster.

**Call us today to see how Quality One can help you!**

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