

experience success

simplify experience | harness data | stay ahead | be efficient

AMDOCS
TECHNOLOGY
INTEGRATION
SERVICES:
TESTING SERVICES

amdocs

embrace challenge e^xperience success



Ensuring A Superior Customer Experience

Today's communication industry presents more challenges than ever before. You must constantly innovate to offer a superior customer experience to accelerate revenue growth, while at the same time, ensure your operations are running as efficient as possible. New service offerings must reach the market faster than ever to meet customer expectations and beat the competition. Most importantly, providing consistent, high quality service across all customer touch points is key to your business success. And behind all of this lies one of the world's most complex IT systems, where even the smallest in efficiency means the difference between success and failure.

Amdocs' dedication to the communication industry and global presence give us the distinct advantage of being intimately acquainted with the entire spectrum of communication IT systems, products and customers. Our deep industry understanding enables us to design and implement smart, well structured and methodical testing, taking into account multiple user profiles, services and behavioral patterns.

The Amdocs TIS Difference

Amdocs TIS offers you the advantages of a highly experienced team of communications industry professionals, who have a structured, field-proven testing methodology at their fingertips, supported by procedures, automated tools, testing scripts and libraries, and above all, an unparalleled track record of delivery on time, within budget and with high quality.

100% Testing Delivery Success Rate



With an unmatched delivery success rate of 100%, Amdocs is proud to be your partner in delivery, standing behind our commitment to meet business driven KPIs, assuring high quality delivery results.

Communication Industry Expertise



Amdocs TIS is the communication industry's leading testing services provider, delivering best practices and business processes to help solve key challenges and make the right decisions. And as the industry's leading B/OSS vendor, we have developed an unmatched understanding of the complexities in mission-critical systems.

Technology Innovation



Amdocs has a rich history of developing innovative technology for the communication industry, leading us to develop a powerful suite of automation and performance tools to ensure project delivery success. We are dedicated to offering cutting edge technology via our own R&D or through our vast partnership program of over 100 leading technology providers.

TIS > DELIVERING
A QUALITY
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EXPERIENCE

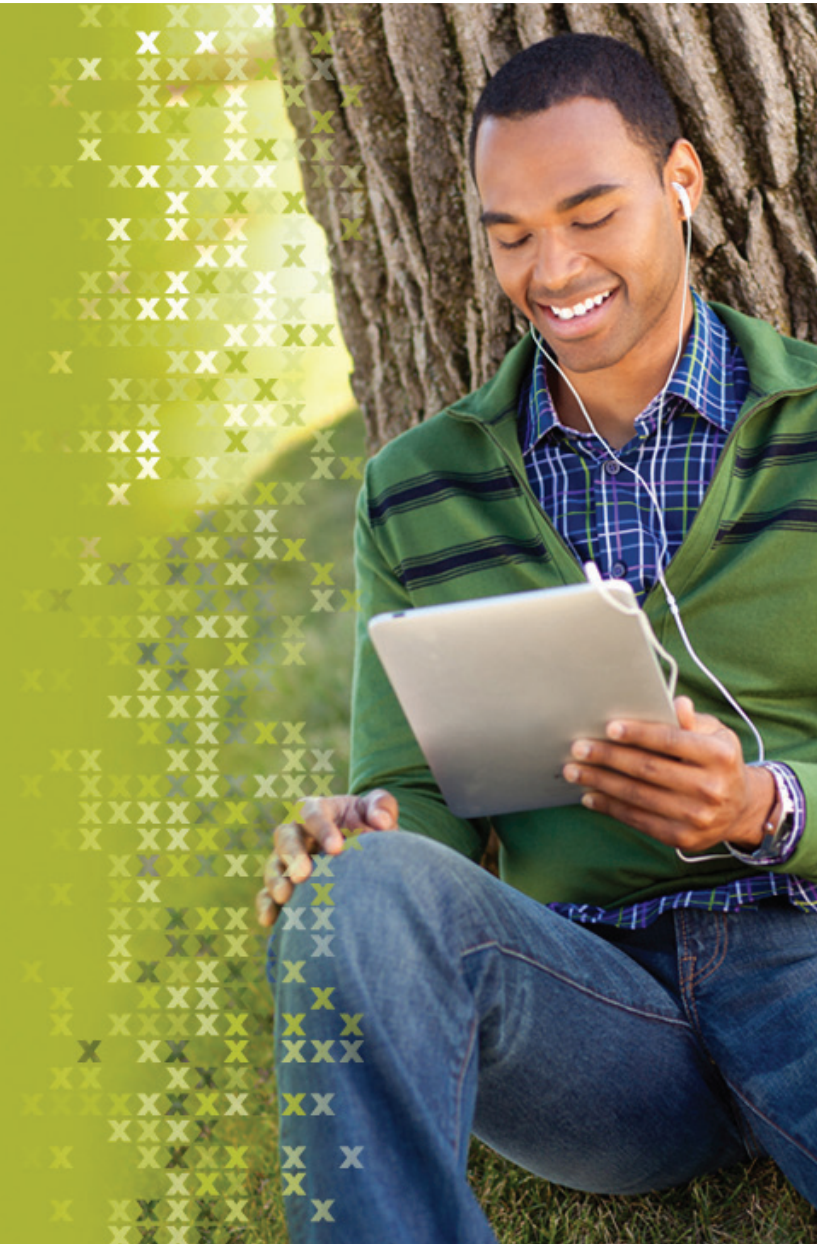
Amdocs Testing Services

Amdocs TIS (Technology Integration Services) offers a well-established, communications-focused Testing Center of Excellence (TCoE), providing testing factory services backed by our global pool of over 1,700 testing experts available onsite, near-shore and off-shore. Amdocs TIS has successfully delivered hundreds of projects, including the world's most highly complex transformations for top-tier service providers. Our Quality Assurance Testing Services are available to the entire telecom operations management systems (TOMS), including Amdocs products and 3rd party vendors. As a vendor offering a proven delivery track record, Amdocs is committed to perform testing projects on-time, within budget, with high quality and flexibility for changes.

The Amdocs global TCoE features comprehensive testing services, including specialty services such as Test Management, End-to-End Testing and Strategic Test Assessment.

KEY BENEFITS DELIVERED

- Quality assured customer experience
- Higher customer loyalty from reduced escaping defects
- Reduced Total Cost of Quality
- Accelerated Time to Market
- Test designs based on real business flows
- Strengthened relationship between business and IT
- Successful business integration





Test Management Office (TMO) Service

Test Management Office provides a comprehensive framework for all your testing activities by orchestrating processes and groups throughout all stages of testing. The holistic approach drives best practices and improves quality in the planning and control of the testing scope, schedule, vendors, risks, and interdependencies.

TMO ensures effective utilization of testing environments, testing data and defect management, provides thorough reporting and unifies tools. Test Management Office's singular methodology helps increase efficiency by focusing on SLAs and KPIs and by promoting continuous improvement, based on comprehensive cross-group lessons learned, root cause analysis and measurements analysis.

X End-To-End Testing Service

End-to-End Testing is offered as part of our TIS testing portfolio. It is a comprehensive service, bringing the business perspective into testing by focusing on key business scenarios. These scenarios are tested in an integrative, end-to-end manner, covering the entire customer lifecycle across systems.

It enables you to check the readiness of your product from the business side and also experience it from the customer's perspective.

End-to-End Testing acts as an intrinsic additional testing layer, orchestrated in parallel with the last phase of the testing lifecycle (TLC), helping validate the flow of data and reduce the number of escaping defects. End-to-End Testing can be standalone, or incorporated with other testing streams.

Strategic Test Assessment Service

Test Assessment is a powerful proactive service, offered as part of the Amdocs testing consulting services. Test assessment is an onsite service, designed to provide an overall review of the efficiency and effectiveness of your testing activities.

The assessment scope can cover the entire testing organization or be limited to a specific project. Our delivery methodology encapsulates interviews with key testing leaders and an analysis of your testing deliverables in a short time frame. The result is an insightful review that can significantly save costs by ensuring deployments are not delayed and production is met. If your organization is interested in test assessment services, contact us at TIS@amdocs.com.



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About Amdocs Technology Integration Services

Amdocs Technology Integration Services is part of Amdocs professional services unit (ACD) and is an independent unit within Amdocs. We offer a full range of system integration services that deliver a quality assured customer experience specializing in the communications vertical. Our holistic approach to the testing lifecycle delivers a complete lifecycle solution from strategic planning to execution and metrics. Our services scope covers business processes, operational & non-functional processes as well as end-to-end, end user testing & customer experience testing.

For more information, contact Amdocs TIS at tis@amdocs.com or visit Amdocs at www.amdocs.com

Amdocs has offices, development and support centers worldwide, including sites in:

THE AMERICAS:

BRAZIL
CANADA
COSTA RICA
MEXICO
UNITED STATES

ASIA PACIFIC:

AUSTRALIA
CHINA
INDIA
JAPAN
SINGAPORE
THAILAND
VIETNAM

EUROPE, MIDDLE EAST & AFRICA:

CYPRUS
CZECH REPUBLIC
FRANCE
GERMANY
HUNGARY
IRELAND
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