

## Case Study

### Basic Data

**Subject:** Supporting customer projects with Ericpol engineers working on-site and remotely

**Industry:** Telecommunications

**Service:** Staff Augmentation/Test & Verification

**Customer:** The world's largest telecommunications vendor

**Location:** Sweden, Poland

**Timeframe:** 1998 - Present

**Tools and Technology:** Proprietary structured programming language, Assembler

### Case Description

#### Part 1 – Customer Benefits

Using Ericpol dedicated resources, customer was able to achieve a number of business goals including:

- harnessing technical experience to accelerate the quality and speed of testing and verification (faster time-to-market)
- avoiding the cost and time required for internal training and skills development
- lowering the cost of hard-to-find technical skills and taking advantage of globally competitive rates

Ericpol dedicated resources can help to manage fluctuating skills needed, skills gaps and changing staffing needs to meet customer's aggressive project timelines, assuring smooth ramp-ups and ramp-downs in ongoing projects.

#### Part 2 – Challenge

There comes a time when any software company has to consider whether it is better to hire full-time employees or to use skilled resources from a reliable outsourcer. Our customer also had to make such a decision. They were running numerous projects with continuously changing needs in regard to a number of resources and competences needed or seasonal demands. In order to improve their business position they began to seek a company capable of providing technically skilled staff for assignments to be carried at their sites or remotely, for long stretches of time, without increasing their overheads on recruitment and training. In 1998 they decided to engage Ericpol Telecom in augmenting their existing Base Station Controller Test & Verification staff, based on Ericpol's experience with telecom software verification and existing BSC knowledge.

#### Part 3 – Responding to the challenge

A secure and redundant VPN connection was already in place, enabling Ericpol's staff to access the customer environment remotely, so the challenge on Ericpol's part was initially to secure qualified engineers able to run function tests of the BSC software and subsequently to secure integration and verification engineers able to run tests on a higher level. Ericpol has built a steady pipeline of skilled resources (mainly via internal courses prepared by its Training Centre and then via on-job training) which can be deployed at short notice to work on-site or remotely. They are able to provide complete testing services to the customer: from test analysis, through test design and execution, to the conclusion phase.

Working in a collaborative model with the customer, they create test plans, write test cases and validate them using both manual and automated testing methods. They perform unit testing, functionality testing, regression testing, integration and verification testing, and use test plans and test cases approved by the client.

Customer's satisfaction with Ericpol is reflected in very positive feedback and an ever increasing volume of outsourcing test and verification activities.

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