



HP Software Professional Services for mobile testing

Consulting services for mobile testing based on the HP IT Performance Suite

HP Software Professional Services provides innovative testing solutions for mobile applications including functional, usability, performance, security and field testing. HP mobile testing professional services are delivered using our industry-leading HP Software Quality Management products and Testing-as-a-Service (TaaS) delivery model that provide testing quality for mobile applications.

Full suite of mobile testing services

HP mobile testing services encompass the entire range from basic functional and usability testing to advanced field testing of commercial grade mobile applications. Our full suite of services includes:

- Basic mobile testing, including functional, usability, device, performance, localization, and security testing
- Device compatibility testing where automation and emulation are used to validate the application across multiple mobile platforms/devices
- App-store certification, where libraries of apps are certified against various customer-enforced criteria
- Field testing, which includes testing applications against a variety of real-world conditions, such as wireless carrier, protocols, signal strength, and geographic location nuances
- Service experience and service quality testing, which are specialized testing (and certification) services for telecom operators to automate testing processes and reduce service and device errors
- Mobile testing/quality consulting services where we help our customers with quality strategy consulting, process improvements, and setting up testing center of excellence (CoE) for mobile applications

HP's mobile testing framework

HP Software Professional Services is based on HP Application Lifecycle Management (ALM) and third-party software along with the HP Quality Methodology for end-to-end testing of mobile applications. This framework includes the following solutions:

- Application requirements management, test and defect management using HP ALM Software and the HP Agile Accelerator
- Test data management
- Functional test automation using HP Unified Functional Testing and partner tools such as Perfecto Mobile

- Performance testing using HP Performance Center and partner tools such as Shunra for field condition emulation
- Security testing using HP Fortify
- Emulation of back-end Web services using HP Service Virtualization
- Testing development operations management using HP Application Lifecycle Intelligence (ALI) and test lab/device management solutions

Given the complex combinations of mobile platforms and devices, HP testing best practices focus on reuse of test components across these multiple platforms/devices. Similarly other test components are created to promote reuse. Our testing solutions allow either the use of the cloud, such as Perfecto Mobile, or the use of a customer's privately-hosted lab environment.

Mobile Testing-as-a-Service: HP's next-generation delivery model

Clients are seeking flexibility in the delivery of tested applications to accelerate time to market for applications while meeting quality and service levels. HP offers mobile testing services using its unique Testing-as-a-Service (TaaS on-demand testing model where testing is consumed in the form of pre-defined or customized test packages). Each test package defines a fixed scope of work at a fixed price and provides service level agreements (SLAs) that guarantee testing solutions are based on specific business outcomes. Example SLAs include: leaked defects in production, schedule adherence, and test component reuse rate.

HP provides assurance that the quality level of the tested application meets the client requirements. HP also shares the risk through pre-defined SLAs for each test package.

HP Testing-as-a-Service solutions are built on the HP Quality Methodology, testing center of excellence (CoE) processes, and HP ALM Software. This combination of people, process, and technology helps improve the maturity level of customers quickly.

Governing testing activities in real time is critical for both mobile and traditional application testing. The HP Testing Governance Portal governs testing activities as part of all testing activities in the CoE:

- Service catalogue of packages
- Testing demand management
- Test resource request management (test resources may include: test infrastructure, test data, and resources)
- SLA, metrics, and dashboard management
- Chargeback and financial management

Benefits of HP mobile testing services

The following examples are benefits/ROI from HP mobile testing services:

- Reduction of testing effort by more than 50 percent (refer customer proof points)
- Improved test coverage across multiple platforms/devices by more than 80 percent (refer customer proof points)
- Improved quality and timeliness of released systems against SLAs (refer customer proof points)

Customer proof points

Examples of successful customers of HP mobile testing services include the following:

- Large global courier and logistics provider leveraged HP services for testing their mobile applications running on more than 70,000 devices processing more than 3.5 million deliveries per day. Over 85 percent of test cases automated resulting in agile testing with 50 percent reduction in testing cycle time and 90 percent efficiency gain (cost reduction) from test automation.
- Large financial service provider tested online mobile banking applications on multiple devices/platforms resulting in 90 percent reuse of test assets across multiple testing platforms and a reduction in testing cycle time by 30 percent.
- Large telco validated the performance of a mobile data sync application under varying conditions (load, network topologies, etc.) with timely release and 0 performance incidents.
- Large telco operator leveraged HP Service Experience Testing services to setup their mobile apps and device testing and certification CoE. This 24x7 service has helped the customer reduce testing costs by over 75 percent.

Why HP Software Professional Services

- Unmatched expertise from HP Software Professional Services on HP ALM Software products and testing best practices
- Industry-leading Application Lifecycle Management Software for end-to-end testing of the entire mobile application lifecycle
- Flexible delivery options via HP Testing-as-a-Service that provides quality outcomes through SLAs and penalties. This delivery model has demonstrated cost savings of up to 40 percent compared to staff-augmentation models and 30 percent compared to traditional managed service delivery

- HP testing methodologies, best practices, technology accelerators for improved testing efficiency and effectiveness
- Software Professional Services brings innovation in mobile testing based on our own research & development and with best-of-breed mobile testing partners

Master the modern application lifecycle

Eliminate knowledge gaps, reduce cycle time to foster collaboration between your product teams. To take control of your application lifecycle with a solution that addresses the needs of all stakeholders—including business analysts, development managers, project managers, scrum masters, QA managers, and testing teams, visit: hp.com/go/almprofessionalservices.

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