

AMS Case Study 03

Client Background

The global market leader of the international express and logistics industry. Our Client specializes in providing customers with innovative and customized transportation solutions from a single source. It has built the world's premier global delivery network by trailblazing express shipping in over 220 countries.

Project Objectives

Project 1

Description: The application is the implementation of **Siebel** GSFA (Global Sales Force Automation) for our client. The application enables the automation of the Sales Process and involves Siebel Marketing, Campaign Management and Siebel Pricing. The entities of the application are Field Sales Executives, National Customer Manager, Telesales Manager, Lead qualifier, Campaign Administrator, Target Group Administrator. The application was deployed globally. The application is used by more than 8,000 sales and marketing professionals in more than 130 countries.

Project 2:

Description: Our Client used Siebel Analytics for **Global Sales Reporting (GSR)** which provides better visibility on sales performance within and across countries and regions by proposing standard metrics and definitions. It is a single source for sales performance data which will be fed mainly by global data sources, and thus, will substitute multiple local data sources, positively impacting data quality

Technologies of the Project

The technologies used in this project are:
Siebel Analytics, Siebel Sales, Siebel Marketing, Windows, UNIX, Oracle, QTP, Quality Center.

Project Solutions

AMS presented the methodologies and best practices used for testing the applications to the client. Its dedicated team to review and gain an understanding of the client's environment, specific skill sets and standards required, and to provide the highest level of customer support.

The Challenge: As an organization seeking to advance its IT proficiency, the client needed a vendor with expertise implementing industry best practices while providing supplemental QA and testing services. The client needed immediate assistance to meet deadlines resulting from the new products and expected similar workload peaks in the future.

The Response: AMS implemented a flexible and scalable solution to meet the client's fluctuating needs. AMS managed the services and provided strategic consulting, delivery assurance, and application of AMS's best practices. It used a customized version of AMS's proprietary Progressive-V methodology to meet the client's process standards. Based on industry standard software development lifecycle QA and testing methods, the Progressive-V methodology is comprised of modules containing completely customizable practices, procedures, utilities, templates, and usability models. AMS augmented the modules implemented with various industry tool sets to centralize data, automate common tasks, and expedite reporting.

AMS provided the below services to the client:

- Project-based QA services
- Test automation services
- Manual regression testing services

Benefits to the Client

AMS's QA Services offered a proven, disciplined testing process with a lower cost structure compared to similar in-house capabilities.

QA services include:

- Test Design ~ planning, approach, communication, roles and responsibility, script design
- Functional Testing ~ assembly, integration, acceptance, and regression testing.
- Test Management ~ defect management, reporting, and metrics.

Employing a QA resource for the testing and QA of the client's business solution delivers many benefits including:

- Reduced testing resource and related operating costs
- Improved solution quality and design
- Increased efficiency of the testing process with a global model.