



## Case Study



THOMSON REUTERS

**Introduction** A global information provider with over 50,000 staff. The core to the business is the provision of news and financial trading information to news media, traders and financial experts.

The specific focus of the engagement was within the Sales and Trading division on the largest programme (approx 1000 people) that the organisation has undertaken for many years. This Programme integrated a number of the major systems on to one platform.

**The Challenge** The initial scope was to assist senior managers to identify improvements, risk and issues on the Programme focusing on the performance characteristics of the system.

The underlying issue was that there were a number of performance test teams, each with its own focus; however the senior management team could not get clear visibility of the key issues. The challenge was to get all of the teams to communicate between each other, understand the needs, issues and aspirations of the other teams. The other critical factor was to provide a consolidated, meaningful and actionable report to the senior management team to enable good decision making on a complex programme.

- Our Solution**
- Define a strategy to assist the approach to performance testing
  - Create a coordination role to facilitate the exchange of information between 10 teams
  - Define and present regularly to senior management on the progress of performance testing
  - Condense the highly technical output from multiple teams to present a powerful and informative “story” to the senior executives
  - When it was obvious that the environments were a critical issue, create a team to run them effectively
  - Introduce processes and control around test environment utilisation, reporting and problem management
  - Run workshops to facilitate communications across multiple teams
  - Imbed the need and expectations for a well run series of environments
  - Recruit and handover the environment management to a new team

**The Result** Clear communication on the progress of performance testing and the issues found. This allowed the senior management team to identify and appropriately dictate what actions should be made by the teams.

The environment management team grew the number of environments that it maintained due to the control and reliability to support highly complex systems. Even in a time of financial stringency, the organisation recruited two new people to continue the work.

Increased utilisation of environments from 60% to over 200%, allowing testing to happen on time and to cost, through allowing testing to run in parallel instead of sequentially (up to 5 teams concurrently).



*“Experimentus have demonstrated a very good level of skills, a rigorous approach, high dedication and exceptional adaptability to changes and unexpected events.”*  
Joël Masset,  
Global Head of  
Quality Assurance

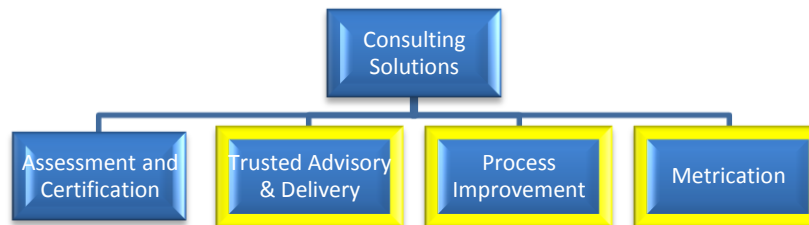


Additional areas of the organisation not directly involved in the programme are trying to adopt the same Method of Work and Process and Controls implemented by the Environment Management Team.

### **The Benefits**

- Reduced risks with performance testing
- Better communication of achievements and issues with Performance Testing
- As a result of tighter coordination of performance testing, the performance risk was reduced in time for a successful launch of the product
- Better cross communication between teams
- More efficient approach to performance testing
- Coordinated and available environments with clear ownership
- Removed environments from being a critical risk for programme, allowing the management team to focus on other areas

### **Experimentus solutions provided**



For further information on how Experimentus can help you optimise your Software Quality Management and Test processes, please contact us:

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