Amdocs Quality Engineering

Next Gen QE

amdocs

Amdocs Quality Engineering Leadership
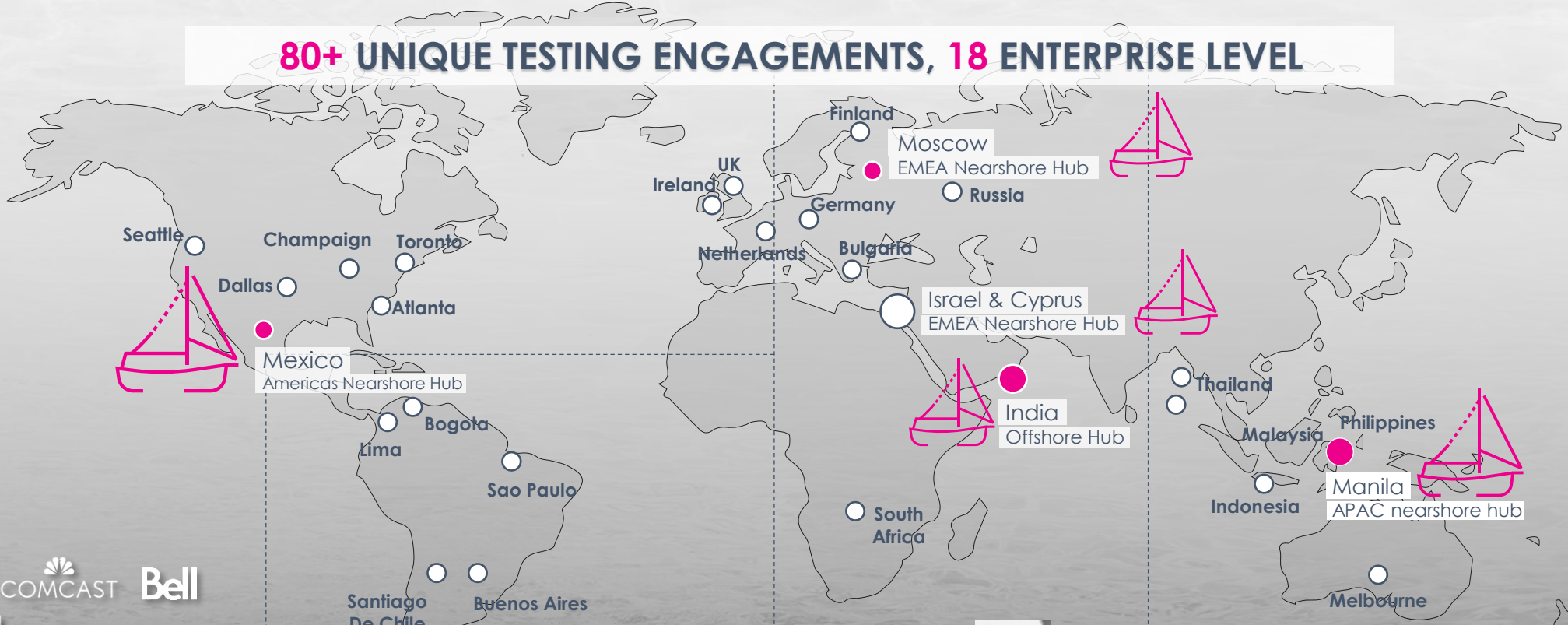
1 Market share **NelsonHall** | **30+ years** of unmatched Product QE Expertise | Over **30 top-tier** customers worldwide | Over **3,200** QE professionals

80+ UNIQUE TESTING ENGAGEMENTS, **18** ENTERPRISE LEVEL

Finland
Moscow — EMEA Nearshore Hub
UK
Ireland
Germany — Russia
Netherlands — Bulgaria
Israel & Cyprus — EMEA Nearshore Hub
India — Offshore Hub
Thailand
Malaysia — Philippines
Manila — APAC nearshore hub
Indonesia
South Africa
Melbourne

Seattle
Champaign — Toronto
Dallas
Atlanta
Mexico — Americas Nearshore Hub
Bogota
Lima
Sao Paulo
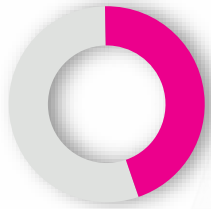Santiago De Chile — Buenos Aires

IT Industry Trends

AGILE AND DEVOPS

75% Of organizations will employ agile practices by 2023
(source: Gartner)

DIGITAL TRANSFORMATION

45% Of CSP CIOs are scaling digital initiatives across the organization
(source: Gartner)

CLOUD MIGRATION

78% Of CSPs intend to primarily host their IT systems in the cloud
(source: Omdia)

COVID-19 has accelerated these trends

QE Industry Trends

Impact on QE: need for

Skills | **Agile Processes** | **Automation** + **AI and ML**

*Autonomous testing requires new **skills** in the areas of AI and ML technologies and data science, as well as the adoption of new **practices** and **technologies**. As a result, we estimate the current adoption rate of continuous quality at less than 5% of the addressable market"*

- Gartner

Customer Journey to QE

Overcoming the Technical Debt

Centralized Testing

Outsourced TCoE

Decentralized Testing

Digital testers moved to scrum

QA hurdles to paying off the Technical Debt

- Multiple tools
- Lack of infrastructure
- inability to scale
- Legacy skill sets
- Lack of time to test
- cultural / organizational barriers

Investment

- Roadmap
- E2E Framework
- Upskilling
- Automation
- Shift Left Tools

Next Gen QE

- New Ways of Working
- Predictive automation
- Continuous Intelligence

The Ideal QE Organization End State

People

Trained in New Ways of Working (NWOW)

- Highly Skilled
- Business Focused
- Versatile

Process

Testing embedded into E2E development lifecycle

- QE Agile methodologies
- Autonomous governance & compliance
- Integration across teams

Technology

Automation@Scale & Continuous Testing

- Intelligence injected testing with Unattended AI / ML
- Shift Left tools

Measurements: Quality | Scalability | Velocity | Predictability

Measurable Business Value through Quality Engineering

Strength in Numbers

Enhance customer experience	**3x** Increase in annual releases	**0%** Critical defects on Black Friday
Grow revenues	**50%** Reduction in TTM through DevOps	**30%** Greater transaction completion
Reduce Cost	**30%** TCO reduction from automation	**35%** Cost savings using ML models

Amdocs Quality Engineering Offering

Broad suite of QE services to support digital CSPs initiatives

Why AQE?

Business focused, telco-specialized quality engineering services with integrated **36ONE** platform, enabling transformation to agile operations

Amdocs Cognitive Quality Engineering Platform

QUALITY OF **PROCESESS**

QUALITY OF **EXPERIENCE**

QUALITY OF **OPERATIONS**

QUALITY OF **NEXT-GEN TECH**

People

3,200+ Dedicated telco quality engineers

70% with DevSecOps specializations

200+ cloud certified

Processes

Integrated with **Agile** frameworks

Unique **NWOW** assessment tool & modernization roadmap

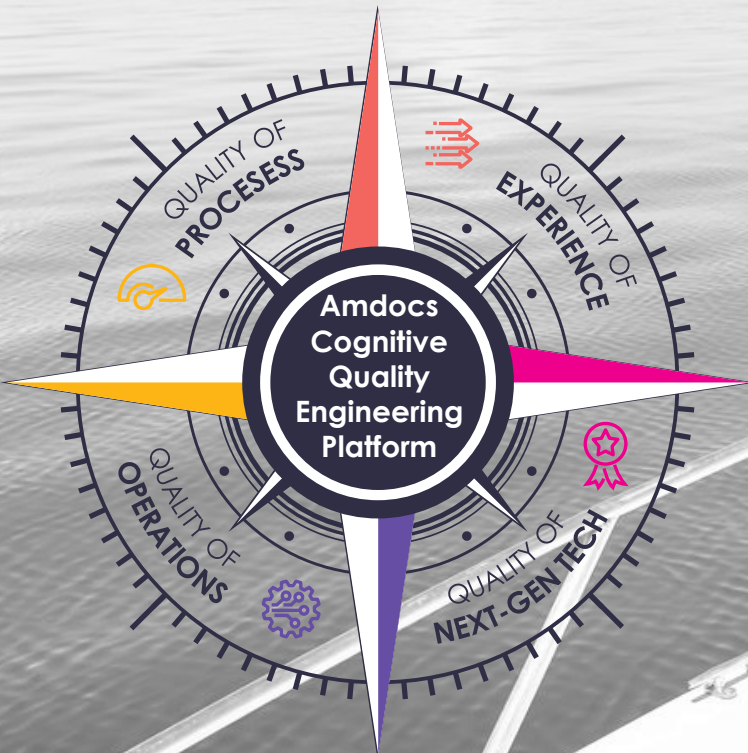Enterprise level **automation** & **autonomous governance** solutions
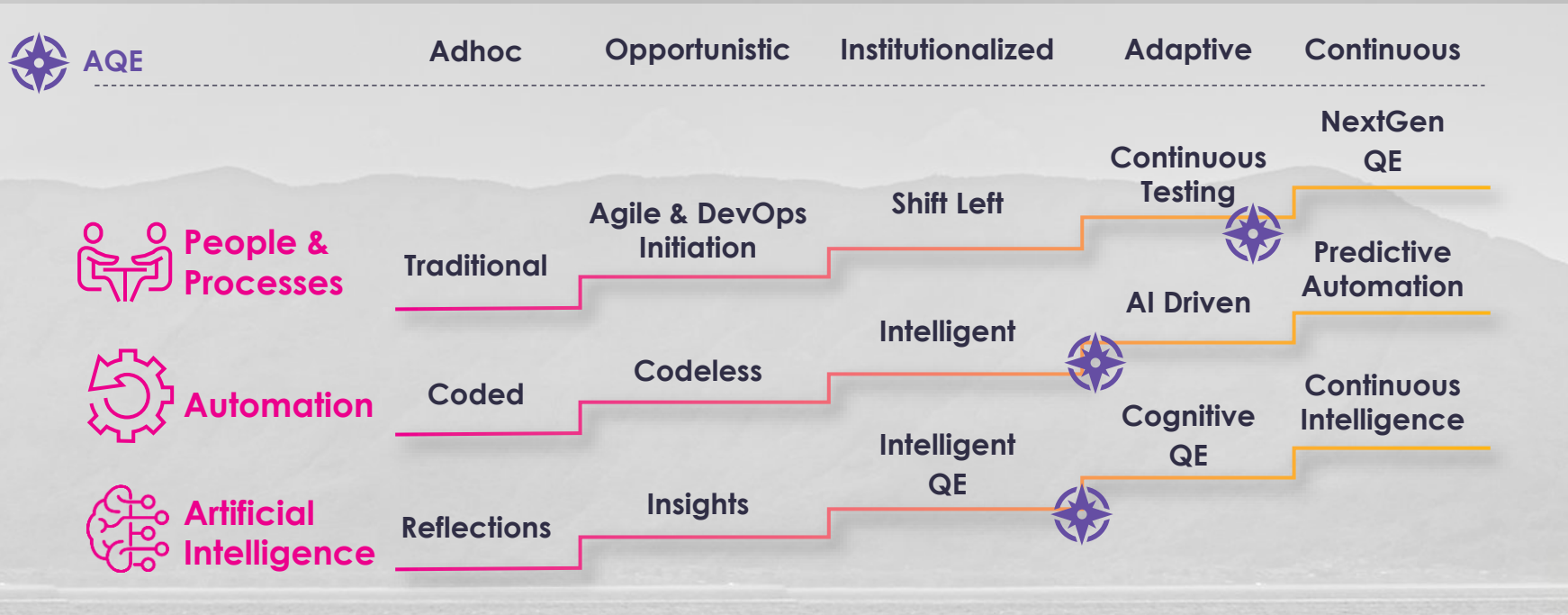
Technology

50+ patents for telco testing tools

Telco specific **AI/ML driven Automation, Performance, Data**, & **Virtualization** platforms

The AQE Maturity Model
The Journey to a DevOps, Microservices, Agile World

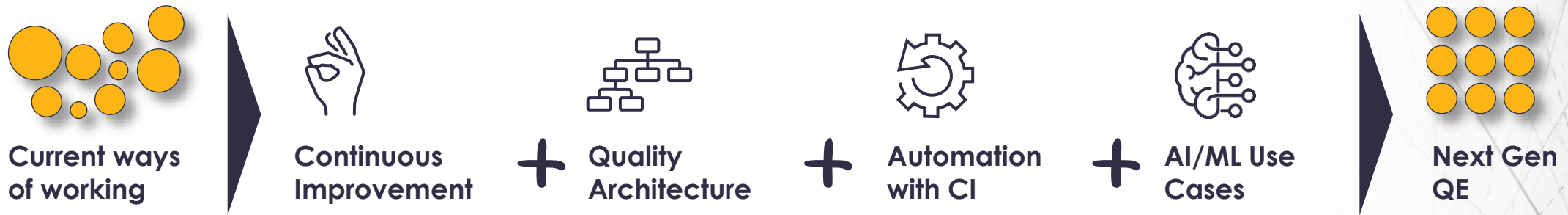| AQE	Adhoc	Opportunistic	Institutionalized	Adaptive	Continuous
People & Processes	Traditional	Agile & DevOps Initiation	Shift Left	Continuous Testing	NextGen QE
Automation	Coded	Codeless	Intelligent	AI Driven	Predictive Automation
Artificial Intelligence	Reflections	Insights	Intelligent QE	Cognitive QE	Continuous Intelligence

Value gained: Agility, Innovation, Automation, Cost Reduction

Blueprint for New Ways of Working

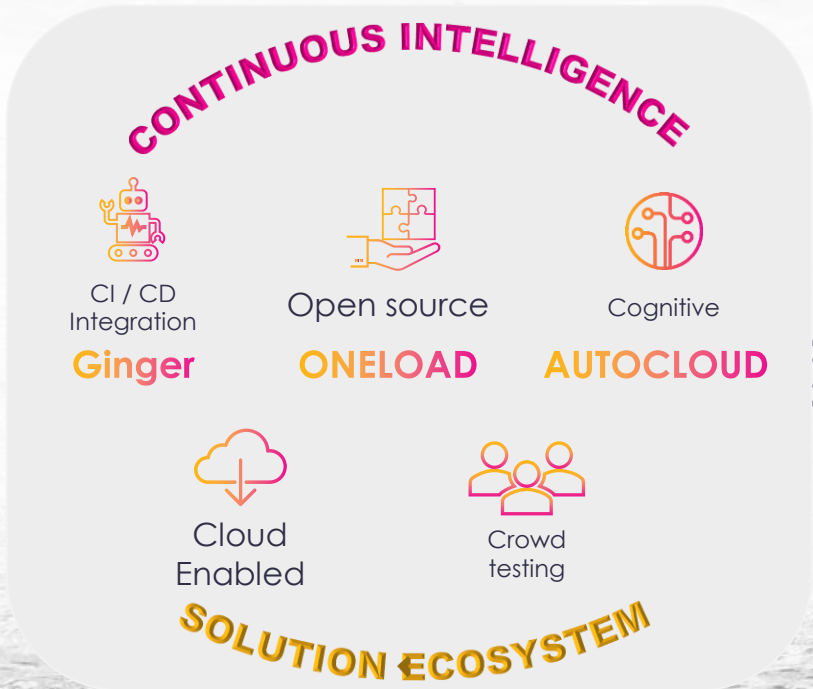Building new capabilities to move from "land safely" to "run differently"

	Current ways of working	Continuous Improvement	Quality Architecture	Automation with CI	AI/ML Use Cases	Next Gen QE
Method		Improve Maturity, Predictability & test coverage via Quality Intelligence	Remove Redundancies by Structural, Product & behavioral test design	Accelerated Velocity via automation & Self-Service QE Applications	Enhanced decision making for greater testing accuracy & Unattended testing	
Results		Deliver 90% of committed test points	50%+ efficiency	85%+ automation	3+ use cases	

Experts Test Architects | Data Scientists | SDETs | Automation Architects | SV and Data Experts | AI / ML Experts

Cloud Credentials

Cloud Quality Engineering Expertise incorporating DevOps, Cloud Based Toolsets and resources with Cloud & Telecom Expertise

CONTINUOUS INTELLIGENCE

Ginger — CI / CD Integration

ONELOAD — Open source

AUTOCLOUD — Cognitive

Cloud Enabled

Crowd testing

SOLUTION ECOSYSTEM

People

1200+ Dedicated Cloud Engineers with TELECOM Background

Cloud QE Architects for early engagement & Business Alignment

amazon web services
Google Cloud
Microsoft Azure

Certifications across all Cloud Platforms

Processes

Tailored QE Approach with key Focus areas for comprehensive Cloud Coverage

Pilot based approach for early validation of key Flows (functional, performance, integrity and compatibility)

Unique **Autonomous Governance** for identifying hotspots and overall QE Maturity via automated dashboards

Technology

50+ Patents

Integrated Cloud Based Tools Framework
Comprising of Market, Open Source and Custom tools hosted on the Cloud for enabling Cloud specific Quality Engineering (Chaos, User Experience, Security, Solution Integrity etc..)

Value Delivered

1 **Pay as you Use** *Labs, Test Env. and Tools scalability*

2 **50%+** *Reduction in Test Execution Time*

3 **Zero** *Production Defects & Env. Down Times*