

Luxoft Helps International Telecom Company to Implement a New HR Assessment Tool.

life:) Involves Luxoft Software Testing and Quality Assurance Expertise to Save Time and Money.

Client:

Astelit Ltd. launched **life:)** – a new GSM operator of Ukraine in January 2005. Quickly, **life:)** established itself as the third largest Ukrainian mobile telephone network operator, covering 96% of the country's population. Today, the mobile operator serves more than 11.9 million subscribers (as of Q1, 2010).

Summary:

With the company's growth came a need for better personnel and performance management tools. Astelit turned for help to Luxoft and other vendors to develop and implement a customized internal solution.

Challenge:

Find the right software testing and quality assurance professionals to complete user testing; thereby letting Astelit employees focus on their primary job responsibilities and goals.

"The solution offered helped us set up the proper testing procedures and to take the overall development process to a completely new level," -
Victor Kmita, Astelit Development Manager

life:)

life:) — GSM operator presented by the Astelit company in Ukraine in January 2005. From the very beginning **life:)** developed in an unprecedented way — within first 8 month of its operations in Ukraine **life:)** attracted one million customers. In the third quarter of 2005 the respected research organization Wireless Intelligence, founded by GSM Association, has acknowledged **life:)** as the fastest growing operator in the world in terms of subscriptions.

Due to its dynamic network roll-out, innovative services and bright marketing strategy **life:)** which entered the market as the fifth mobile operator, has become the third national GSM services provider within only the first year of its operations in the country. Today the mobile services operator **life:)** is leading operator on the market in terms of new customers acquisition, serving 11,9 million subscribers (as of Q1 2010). **life:)** network covers the territory where 96% of Ukraine population lives.

life:) is a dynamic growing GSM company which believes that quality communication services can change the lives of its customers for better, allows its partners and employees to realize their potential to the full and shape not only the future of telecommunications market but of the Ukrainian society overall.

Along with the company's rapid growth came the need for the better management of Human Resources function that is taking care of over 1100 employees in Ukraine along as well as of those working in Belarus for BeST (subsidiary of **life:)**). Quick development and implementation of a standardized HR assessment tool became a corporate priority.

When Astelit project managers started developing electronic Performance Measurement System (PMS) for employees assessment and evaluation, things were going smoothly until it came to user testing. Initially the implementation project was cross-functional – it involved specialists from different departments that were to test the system. However the testing procedure was time consuming and came up against major job responsibilities of employees involved. Also performed by non expert users quality of such testing procedures as monitoring and quality assurance standards was questionable.

Luxoft Provided Bug-Free System Implementation

"We opened a tender for testing services and Luxoft offer was the best," says Victor Kmita, Manager of Development Unit in Astelit. "We started with a three-months pilot project and then continued our cooperation."

Why Luxoft:

Luxoft was chosen for several key reasons:

- Competitive price
- Mature processes
- Overall industry expertise
- High level of account management

Technologies and Tools:

- PL/SQL for Oracle, Oracle Developer
- Groovy, SOAP UI
- Eclipse
- J2EE
- TestLink
- Track Studio
- Subversion

"Luxoft provided us with trained and qualified staff that helped us to avoid overloading company staff and saved time." - Victor Kmita, Astelit Development Manager

Expert testing is based on a set of activities aimed at controlling the system's quality and functionality from the very start. The expert testing identifies system bugs and checks the system functionality. It also allows significant reduction of system improvement costs by analyzing and preventing potential threats

Luxoft's dedicated Software Quality Assurance (SQA) practice provides the full spectrum of independent system testing solutions. It delivers a combination of solid technical competence along with state-of-the-art testing technologies. Additionally, Luxoft SQA offers efficient bug management and prevention practices that include precise bug definition, correction, delegation/registration and the following testing. Most of the SQA team members have a dozen years of experience in various testing programs, including but not limited to functionality, reliability, performance and maintainability testings, enabling us to deliver truly comprehensive SQA service.

The life:) project consisted of three phases: PMS development, PMS integration to BeST and PMS 360 (the "360 degree" personnel assessment tool) development and implementation. With the help of Luxoft, the first phase was completed in just three months. During that time three of Luxoft's d SQA professionals conducted over 700 tests to detect and fix possible bugs and glitches.

After the successful phase we started implementation and quality assurance of PMS and PMS 360 in BeST. This phase was especially challenging while BeST was using completely different platforms than life:). Also there were several teams involved into the project.

life:) was in charge of general project coordination and implementation, Luxoft handled all the quality assurance testing, and there were also some other vendors involved. Efficient communication was crucial for all the parties. According the Victor Kmita, Luxoft professionals met all the challenges successfully and completed the second and the third project phases in 60 days. Totally the new PMS system was successfully on air in less than six months.

"During our cooperation we came to appreciate one of the strongest Luxoft skills – excellent project management" -, says Victor Kmita. - "Luxoft provided us with trained and qualified staff that helped us to avoid overloading company personnel and saved time. The offered solutions helped us to set up the proper testing procedures and to take the overall development process to a completely new level," - he adds.

Luxoft Goes Beyond to Achieve Results

Though it was not initially planned Luxoft implemented a test support tool called TestLink, which stores all the test results and allows users to make reports based on this data. Previously, test results were saved in different Microsoft Excel files. It took time for the management team to structure the information, sort the data and make necessary reports, TestLink implementation simplified all the above mentioned processes and saved up time of the parties involved.

According to Victor Kmita, the new PMS system is a great assistance to Astelit managers and employees. The system automates the entire performance appraisal process, stores all the evaluation data and makes remote reporting possible. Also the new system is user friendly and makes internal performance management process as easy as never before.

About Luxoft

Established originally in 1995 as a software development center of IBS, the largest and most successful Russian IT holding company, Luxoft was incorporated as a separate entity to focus on the growing market for offshore software services in the U.S. and Europe in 2000. Luxoft's core value proposition is to help clients succeed in the marketplace by applying technology, services and engineering excellence to complex problems and critical business issues.

With nearly 3000 employees, Luxoft provides world-class innovation and added value to its clients through flexible delivery models, the world's best IT talent pool, low attrition rates, and highest security and quality standards. Luxoft builds lasting partnerships with its clients, such as Boeing, Deutsche Bank, UBS, Dell, IBM, Sabre and other global leaders, based on the culture of engineering excellence, innovation, and deep domain expertise. Luxoft offers global delivery capability through its network of state-of-the-art delivery centers in North America, Central & Eastern Europe, and Asia. Luxoft's customers benefit from the right mix of technology skills, industry knowledge, best-of-breed processes and methodologies, and a choice of engagement models.

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