



Wipro helps leading German mobile service provider manage Next Gen Network Test Lab

Client's network, OSS tools test management were integrated under one contract enabling consistent readiness for new components, changes to be launched to the live network timely.

Client Background

Client: The client is a provider of broadband, landline and mobile telecommunication services in Germany. Second largest mobile service provider post several acquisitions.

Industry: Telecommunications

Services: Telephone operator and mobile network provider

Areas of operation: Germany

Challenges

The lab management and testing for new and existing components for readiness to be released to production was split between multiple partners with conflicting and overlapping functions resulting in delays along with low predictability of costs, timelines and quality.

Solution

Wipro took over the entire Next-Generation test lab management as the sole partner responsible for end-to-end delivery of test results including ownership of lab infrastructure, apps and integrations. Wipro introduced automation and strong process compliance to ensure releases go timely. This included a very hostile takeover from existing partners even for areas that the client wasn't completely knowledgeable about.

Business Impact

This has helped the client focus on releasing more features from the OEMs in a timely fashion without worrying about the complexity of managing multiple partners and their interactions with the OEM providers with savings in the range of 40% over the duration of the deal. This also makes the test lab better equipped to be ready for the multiple changes that 5G will bring to the network

"Next Gen Test Lab is a living example of how sustained performance and focus can bring a degree of differentiation not only for Wipro but also for our clients. Over a period of more than a decade, specialized skills have been brought to bear combined with the adaptability of a partnership mindset; the result is that over this period, Wipro has grown steadily to become the sole owner of the NextGen Test Lab, consolidating the entire network testing operation including test tools, lab equipment/environment and test execution under one contract which was earlier split across multiple vendors. And all this happened without as much as the blink of an eyelid: smooth operations from Day One, in spite of transitions from a complex mix of other suppliers, not all of them equally cooperative."- Bhawani Shankar, Vice President, Europe & Growth Markets, Communications Business Unit, Wipro