



# TSG – The Assurance & Testing Specialists

## Co-Sourcing for Success Through Software Testing with TSG

Often undervalued, 'Software Testing' is the discipline that makes the difference between systems success and systems failure. **Contact us about a no obligation workshop to see how a co-sourcing partnership with TSG to manage software testing can help you and has proved successful for a number of our clients.**

## Co-Sourcing - who might want it and why?

Organisations that benefit from a managed testing service partnership with TSG are typically seeking to evolve their test function to **deliver greater value to the business**. Challenges we have faced and delivered on include companies:

- Not wanting to go off-shore;
- Wanting a partner whilst retaining control;
- Struggling to conduct BAU;
- Needing greater test maturity;
- Skill gaps they have no wish to close from internal resource;
- Protracted demand that cannot be fulfilled by internal headcount or available skills;
- Raising quality and business satisfaction;
- Reducing the time and cost to market;
- Reducing direct cost whilst getting a quantifiable return on investment.

## What is it?

Co-sourcing – it's not outsourcing and it's not resourcing, but a **managed testing service partnership** in which TSG and its clients work together over a period of time to get systems to market quickly **with increased quality and demonstrable compliance to requirements**, based on

- Common goals and shared responsibility;
- Co-operative working between TSG specialists and client staff;
- Growing client capability for the long-term;

## How does it work?

In addition to undertaking testing tasks across the full life-cycle, a team engaged in a co-sourcing managed testing service will have **responsibility going far beyond that of simple resource provision**, such as:

- An active, onsite **TSG Test Manager** who has responsibility for the team and **is accountable** for service delivery;
- Working to get the right strategy and processes in place that help ensure the **goals of the organisation and needs of the business can be met** ;
- Advance demand management profiling and planning for **seamless skills provision and continuity**;
- Availability of **multi-skilled professionals** to meet established demand management profile requirements and transfer skills;
- Provision of full information traceability that empowers clients to make decisions based on facts, risks and workarounds.



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## What is the Framework?

Co-sourcing is managed for clients based on:

- A **jointly constructed SLA** that sets the obligations and fulfils the needs of TSG and its clients alike;
- **Evolving scorecards to continually measure service compliance**, success and grow capability;
- Pre-defined charging bands based on role, skills and longevity so that **costs and commitments are predictable and manageable**;
- Defined escalation paths, review mechanisms and the **ability to set charges for up to 18-months**;
- A mix of TSG and client staff working together.

## Why TSG?

TSG is an internationally respected company that punches above its weight:

- **Partnership** is the key word in our engagements. We'll work with you to set plans, targets and measures to help achieve your goals, maximise your return and transfer skills to your staff.
- Our **Principal Consultants are thought leaders in the industry** – providing strategic level consulting to many Blue Chip organisations and delivering key note speeches and workshops at international conferences.
- TSG is a recognised **leader in providing Classroom and On-Line Training**. We understand the efficiencies that can be achieved by using highly skilled staff to both develop and deliver training.

**Contact us to arrange a no obligation workshop where we can discuss your goals, challenges and practices and deliver a short report proposing potential opportunities to improve your Testing.**

## TSG – What Else?

The Innovative Testing Consultancy that works with you to solve specific problems to help achieve your corporate objectives and maximize the return on investment you've made in your people, process and tools in three key, linked areas:

### Learning & Development

- ISEB and ISTQB certification training in the classroom, and over the Internet through [Learntesting™](#);
- Tutor led 'Academies' using real templates and applications that provide practical learning and experience of testing;
- Training needs analysis and tailored programmes to meet your own career path plans.

### Co-Sourcing

- Helping high profile projects succeed where failure is unthinkable;
- Application of innovative processes and controls to identify, contain and mitigate risk;
- Picking up projects that are slipping and driving them forward.

### Strategic Consultancy

- Identifying and implementing the controls that provide information traceability and enable you to make decisions based on fact;
- Providing the measures on what you do, where, for how much and at what benefit or drawback;
- Providing the right basis for measurable and quantifiable improvement.