

EMC Remote Testing and QA Services

A new approach to enhancing implementation success

The Big Picture

- Testing is a critical element of the development lifecycle that can be affected by project schedules and budgets.
- Using onsite testing resources can lengthen implementation schedules and increase costs.
- EMC Remote Testing and QA Services offer certified ECM specialists and proven tools and techniques to streamline the testing process, reduce costs, and shorten project schedules.

Companies and the customers they serve expect reliable enterprise content management (ECM) solutions that effectively satisfy business requirements and achieve business objectives. EMC places the highest possible value on aligning business needs with the right technical solution. EMC also recognizes that the most successful ECM implementations result from flawless execution of the complete software development lifecycle.

Business challenges to quality solutions

The complexity of today's ECM solutions and the integration of software technologies to solve content management problems create increased risk of component failure, performance failure, and expectations that do not align with business objectives. While a comprehensive in-house testing and QA plan helps to minimize these risks, this is often an area that companies cut back on in order to conserve project budget and resources. Many companies cannot afford to detract from their core competency by investing in the tools, skills, and staff resources to support and maintain testing and QA capabilities. In today's competitive landscape, the resources, effort, and timelines associated with a disciplined testing process can simply be cost-prohibitive with an in-house-only model. However, failure to address these quality challenges adequately can ultimately compromise the integrity of the solution and expose the risks of dissatisfaction and defection by end users.

EMC Remote Testing and QA features and benefits

EMC Remote Testing and QA Services offer companies a proven, disciplined testing process with a lower cost structure compared to similar in-house capabilities. In addition, the risks associated with inadequate training and testing are reduced through the use of our certified ECM professionals.

Our remote testing and QA services include:

- **Test Design**—planning, approach, communication, roles and responsibility, script design, and development
- **Functional Testing**—assembly, integration, acceptance, and regression testing
- **Performance Testing**—volume, load, and stress testing
- **Test Management**—defect management, reporting, and metrics

Our testing services offer an advantage over other third-party resources that help to accelerate the testing process by providing:

- **Assets and Automation**—Our remote testing team employs a set of scripts developed for core functions of EMC® Documentum® and EMC Captiva® software that our team can rapidly extend to ensure alignment with the testing requirements for an ECM solution.
- **Training**—Our remote testing team consists exclusively of certified and experienced Documentum and Captiva professionals.
- **Discipline**—Our remote testing resources use a proven methodology to plan and design test cases that precisely match documented functional requirements, ensuring alignment to ECM solution and business objectives.

Using our remote testing and QA resources to support ECM solution development provides an entire team of certified Documentum and Captiva professionals with the tools and skills to deliver services tightly aligned with your solution and business requirements. Employing a remote model for the testing and QA of your business solution delivers many benefits including:

- Reduced testing resource and related operating costs
- Decreased test development and execution cycle time
- Improved solution quality and design
- Reallocation of in-house resources to shorten project schedules
- Increased efficiency of the testing process with a global model

About EMC

EMC Corporation (NYSE:EMC) is the world's leading developer and provider of information infrastructure technology and solutions that enable organizations of all sizes to transform the way they compete and create value from their information. Information about EMC's products and services can be found at www.EMC.com.



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