

Service Virtualization Enables Vodafone NZ to Accelerate Releases While Reducing Risk



Vodafone New Zealand, a subsidiary of the world's third-largest telecommunications company, is the country's leading mobile phone operator. Increasing competition in the NZ telecommunications market means that Vodafone NZ's IT staff are expected to deliver more innovative software faster than ever. However, at the same time as market pressures began increasing, so did the complexity of their systems—making it harder than ever to efficiently deliver reliable software. Service virtualization is now enabling them to accelerate delivery without increasing risk exposure or software development and testing costs.

As Vodafone's applications morphed from business process enablers to the company's primary interface with their customers, systems such as their customer portal grew considerably more feature-rich and complex. Moreover, recent acquisitions meant that even more systems and dependencies were added to the already-complex, highly-distributed system.

When system updates are rolled out, the teams need to ensure that the new functionality operates properly in these complex environments and, even more crucially, that they don't damage any of the existing functionality that customers rely upon. To deliver with confidence, development teams need to test their work in complete and realistic test environments. However, given the complexity of the systems and the time and cost of reliably reproducing complete test environments, this rarely happened. Teams had to test the application as best they could in a single integrated environment, and this often led to delays. Defect root cause analysis was complicated by the complexity of the environment and environment defects slowed down delivery.

Using Parasoft Service Virtualization, Vodafone now tests application updates in a complete and realistic environment as soon as development is completed. This promotes earlier detection of defects, which dramatically reduces the time, cost, and effort required to fix each defect found. Additionally, service virtualization's simulated test environments now make it feasible to establish automated quality gates that validate whether each release candidate satisfies the business's expectations before it is promoted to the next phase of the release cycle. If the "green light" quality gates are satisfied, then the application is expedited along the software delivery pipeline. If not, the team is immediately notified about the risks that must be addressed before the candidate can progress.

Even in the early stages of their service virtualization adoption, Vodafone has found that they can deliver product changes faster, more efficiently, and at lower cost by using service virtualization.

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