

# CTTI streamlines testing to deliver better services for citizens

## HPE Quality Center improves testing and efficiency

### Objective

Restructure application quality and testing processes to improve citizen services and reduce costs

### Approach

Invited proposals from HPE, IBM, Compuware and BMC; selected HPE based on reliability and maturity of its solution

### IT Matters

- Provides the means to assess cost-impact of automating testing
- Delivers platform which enables reaching a goal of automating one quarter of all testing

### Business Matters

- Improves quality and testing process, helping deliver better services to citizens
- Delivers more immediate and consistent feedback to application developers
- Ensures more resilient applications, cutting the number of fixes required, saving IT resources



CTTI supplies IT services to the Catalonian government. It is under pressure to reduce costs and improve service quality. Using HPE Quality Center, it is transforming its quality and testing processes by integrating different suppliers to a single platform. The solution provides greater transparency and better informed procurement.

### Challenge

#### Taking control of application testing

CTTI is the shortened name for the Center of Telecommunications and Technologies Information of the Catalonian Government. It supplies IT services to the various departments of the Catalonian Government, based in Barcelona. Duties include project management, application development and IT supplier relations.

Like many public sector bodies, particularly those in recession-hit Spain, CTTI has come under increasing cost pressure.

## Customer at a glance

### Software

- HPE Quality Center
- HPE Performance Center on SaaS
- HPE Unified Functional Testing
- HPE Fortify

### HPE services

- Software-as-a-Service

“The difficulty is that we manage a huge number of applications across the government, many of them replicated for different departments,” says Xavier Escudero, methodology and quality assurance manager, CTTI. “All of these need regularly maintaining and updating.”

It is a complex application environment. “We now have 1,800 applications, managed by eight providers, spread across 11 domains,” says Escudero. “This leads to many differences across the testing process.”

Escudero estimates around 500 application tests are carried out each month: “Our citizens expect every application to be working, 24 hours a day, every day. We have to deliver quality applications.”

CTTI needed to bring greater productivity to this process. It wanted central visibility of its application management, and the means to inspire greater collaboration among departments.

## Solution

### The most reliable, mature option

Hewlett Packard Enterprise (HPE) has a long-standing relationship with CTTI, supplying everything from print services to hardware and software. To create a new framework for quality and testing it invited HPE, along with Compuware, IBM and BMC, to suggest appropriate responses. The HPE solution was deemed best in terms of its ability to integrate different platforms from different suppliers, and its real-time service model.

“We have deployed HPE Quality Center, as well as HPE Performance Center on SaaS and HPE Unified Functional Testing,” says Escudero. “Additionally, we are using HPE Fortify for security.

“HPE had the most reliable software and also the most mature roadmap. We were able to see what this would look like from implementation to integration to analysis. We could see the final destination.”

## Benefit

### Better testing produces better services

While it is too early to assess measurable benefits, Escudero says it is clear HPE Quality Center will transform application testing at CTTI: “We’ve just started a new model of testing so we’ve automated only one per cent of tests but we’re expecting this to reach more than 25 per cent in the near future.”

He says CTTI is using the risk management functionality of HPE Quality Center to decide what to test and what not to test: “We’ve learned that we can’t automate all the testing. There has to be a balance between the cost and effort because sometimes manual testing effort is less than automation.

“Now we have the means to assess whether automation is a good investment. Previously we’d spent two years trying to automate certain projects and had no metrics to show whether this made sense.”

The better the testing environment, he says, the better CTTI’s ability to deliver higher quality services and to influence application developers: “HPE helps us deliver quality applications for our citizens. But it is more than that. Better applications means fewer problems. Fewer problems means less maintenance, which is a better use of our time and money.”

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