



Original Software

## OVERVIEW

### Customer

Psion Teklogix

[www.pSION.com](http://www.pSION.com)

### Industry

- Engineering
- Telecommunications

### Challenge

- Difficult to trace requirements throughout the development process
- Hard to define any meaningful statistics without considerable investment of time

### Solution

- A Quality Management backbone, allowing true business alignment
- Meaningful project information that can be sliced and diced in many ways

### Benefits

- Significant time savings predicted by de-duplication of effort
- Better management and visibility of engineering lifecycle
- Time is freed up to focus on innovation
- Traceability of requirements throughout the development process
- Process improvements facilitated by historical data

## Psion Powers-On its Innovation with Qualify

**Psion has enjoyed huge success with a test planning solution, from Original Software, over the last few years. When the company was introduced to a new AQM (Application Quality Management) solution called Qualify, they could immediately see the potential to realise benefits on a much larger scale.**

### Making Mobile Workers More Productive

Psion Teklogix, a public company on the London Stock Exchange is the pioneer in quality mobile handheld computers and their application in industrial B2B markets around the world. It is headquartered in London with corporate offices located in Europe, North America, Asia, Latin America and the Middle East.

The company specialises in making mobile workers more productive by producing rugged mobile computer products and technology that make a real difference to its customers and to their employees. Its products are sold in more than 80 countries, wherever there is a requirement for the most intelligent and flexible mobile workforce automation devices.

Psion has pioneered the design and development of rugged mobile computers for the last 40 plus years and has unrivalled experience in mobilising field sales and service, logistics, supply chain and transportation solutions. With its technology, applications look better, work better and continue to be productive for longer. As such, Quality Assurance is at the heart of the organisation's engineering process.

### Persuading a Happy Customer to Embrace Change

Shahe Altounian, Manager for Product Support and Services at Psion, leads a team of Test and Business Analysts, in charge of validating Psion's products before they are released to production. From testing for compliance to certain industry standards, through to validating that the beepers and software work as designed, he and his team were managing and planning the quality of their





rugged handheld devices, using TestPlan, Original Software's solution for test planning, which has now been superseded by Qualify.

Shahe's team were already happy customers and had enjoyed huge success in ensuring that their solutions were fit for purpose. But when he was approached by Original Software to try its new AQM solution, Qualify, they could immediately see the potential for benefits on a much larger scale.

Shahe admits "When I was first introduced to Qualify, my initial reaction was 'Do I really need this right now?', but I was soon won over, as we began seeing efficiencies by linking test requirements to product requirements and being able to customise the user interface to fit our individual needs. Qualify allows really simple efficiencies, such as being able to assign tasks en-mass, as well as ease of test asset re-use from project to project."



**With Qualify, Original Software has handed power to their users, putting the customisation ability into the hands of the people actually using the solution!**



**Shahe Altounian**  
Manager for Product Support and Services, Psion

### Efficiencies Aid Innovation

Already Shahe's team had experienced significant efficiency savings by eliminating the need for time-consuming weekly progress meetings. With Qualify, every member of the team can see the exact project status at any given moment in time, so the status updates are now effectively automated. This allows team members to get far more value out of the weekly meetings. Rather than focusing on what has already been done and what is outstanding, Psion can now devote that time to focus on more productive activities.

"The support team were fantastic in helping us to recognise the applicability and relevance of new features and integrate them into our processes, redefining entities, structures and relationships. We really began to see the benefit that could be realised in expanding Qualify out further across the enterprise and using the solution to join up our whole engineering process from requirements through to test validation."

The impetus to upgrade was to introduce these efficiencies to the rest of the organisation and benefit from the ability to trace requirements through the delivery process. "We wanted a more rigorous methodology to take us from requirements all the way through the product lifecycle," he explained.

The Requirements team had vast amounts of spreadsheets they were using. They wanted to reduce the amount of time they spent maintaining these



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**Shahe Altounian**  
Manager for Product Support and Services, Psion

and at the same time take advantage of the re-usability of assets that Shahe and his team were enjoying with Qualify.

"We thought, wouldn't it be great to have the processes all nailed down at the start of a new project – components we've built many times before – that wouldn't have to be re-visited again and again? Using Qualify would allow us to focus more on innovation – creating requirements for new ground-breaking features that will differentiate us from the competition and bring-to-market products with innovative new functionality; products that can make a real difference to our users and their employees," said Shahe.

### **A Rugged Solution Without all the Hand-Holding**

Psion's development process works like a classic 'V Model' and Qualify allows the integration of development with the testing team; visibly linking together both sides of the 'V' and allowing both teams full transparency of the project status.

Another feature that impressed Psion is the level of customisation that is possible. Each member of the team is able to have their own personalised view of the project and the elements and detail that they want to see, whatever is most important to them and their role.

"What's really great is how easy it is to achieve this. Qualify is totally customisable without IT support," said Shahe. "All the other tools I have looked at require IT development and DBA support to achieve the same results. With Qualify, Original Software has handed power to their users, putting the customisation ability into the hands of the people actually using the solution!"

### **A More Efficient and Aligned Business**

"We now have our specifications in a solution where it is easy to slice and dice the information in different ways," said Shahe. "We've created efficiency savings by eliminating duplication, but more than that, Qualify has given us a new clarity of purpose. We know exactly what we are trying to achieve and precisely where all the information we need is located."

"Qualify has given us much more robust management of information and the ability to store and retrieve. We now have instant access to all the

information we need at our fingertips. We have full historical data, such as the effort it took us to carry out certain tests, which then allows us to be much more accurate in our estimations at the start of a new project. Not only that, but this same historical data can really help us to improve performance and take corrective action when processes are not working effectively. For example, if we heard a complaint in the field, we can look back and find out what went wrong, how, if more training is needed, what tools were available, etc., and try to improve, rethinking the strategy to better perform in the future and improve processes. It's a great audit trail, not just for compliance purposes, but for the business to improve its working practices as well."

"The biggest challenge for us has been about changing how people work. We've made a monumental leap in the way that people collaborate and work together on projects. We've gone from doing everything manually, with work spread out across documents, print-outs and spreadsheets, to having a centralised, business-aligned quality management solution that truly empowers team members. I've really enjoyed working with Qualify and it has been an enormous benefit to the business," concluded Shahe.



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**Shahe Altounian**  
Manager for Product Support and Services, Psion



## About Original Software

With a world class record of innovation, Original Software offers a solution focused completely on the goal of effective quality management. By embracing the full spectrum of Application Quality Management across a wide range of applications and environments, the company partners with customers and helps make quality a business imperative. The solution includes a quality management platform, manual testing, full test automation and test data management, all delivered with the control of business risk, cost, time and resources in mind.

More than 400 organisations operating in over 30 countries use Original Software solutions. Current users range from major multi-nationals to small software development shops, encompassing a wide range of industries, sectors and sizes. We are proud of our partnerships with the likes of Coca-Cola, Cargill, HSBC, FedEx, Pfizer, DHL and many others.



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