



# Test with confidence – Virgin Mobile case study



When Virgin Mobile wanted to improve their test programmes for new business applications they turned to **T-Plan**. From product explanation and initial training, through to day-to-day account management, T-Plan's service was second to none.

**F**ounded in 1990 T-Plan offers test management software and expert advice to companies that want to ensure that applications of critical importance are developed, tested and launched successfully.

There are many products on the market that claim this, but T-Plan actually delivers because it helps the test manager properly control all aspects of the testing process including:

- analyzing what to test;
- designing how to test;
- managing when to test;
- reporting on testing progress.

Used by some of the most prestigious companies within the UK and worldwide, T-Plan gives test managers complete confidence that their applications will be successfully tested.

**‘We wanted an integrated test management process,’  
said Francesca Kay,  
test manager at Virgin Mobile**

## Virgin Mobile's predicament

In 2003 Virgin Mobile realized that their test programmes for new business applications weren't being managed as well as they should. The testing process was largely ad-hoc, used spreadsheets, was manually intensive and overly-focused on incident management. In effect they were re-inventing the wheel for every test project. 'We wanted an integrated test management process,' said Francesca Kay, test manager at Virgin Mobile.

## Why T-Plan was chosen

With the objective of a better-managed, end-to-end testing process, Virgin Mobile researched the market thoroughly. T-Plan was chosen because it provided all the tools required, came within the budget limitations and therefore represented excellent value. The preference was to work with smaller companies because they were usually more responsive and adaptable to changing requirements; T-Plan fitted the bill perfectly.

## The resulting benefits of using T-Plan

Using T-Plan gave Virgin Mobile exactly what the management required to better control their testing process. T-Plan software allowed Virgin Mobile to standardize, control and report on all of its testing processes:

- a better view of how testing projects are progressing;
- seeing how a change in requirements affects testing schedules;
- more information on test performance and risk tracking;
- the standardization and reuse of test projects;
- one central database to analyze trends.

'Very flexible and excellent value for money,' concluded Francesca Kay. Of particular note was the high level of service that Virgin Mobile received. From product explanation and initial training, through to day-to-day account management, T-Plan's service was second to none.

## About Virgin Mobile

Virgin Mobile Holdings (UK) plc, the UK's largest mobile virtual network operator, is majority owned by Sir Richard Branson's Virgin Group and uses T-Mobile's network. Since its launch in November 1999 Virgin Mobile has attracted more than 5.6 million customers.

Virgin Mobile employs approximately 1,400 staff at three sites – Trowbridge, London and Daventry – and has an outsourced customer service centre operated by approximately 200 staff in Middlesbrough.

## About T-Plan

T-Plan offers a range of products, advice and training that allows you to manage every aspect of the testing process, providing a consistent and structured approach to testing at both project and corporate level.

We have exceptional expertise in many different industries including banking and finance, aviation, telecommunications and defence. All of our consultants are ISEB accredited and are permanent T-Plan personnel. ■

**For further information please contact T-Plan on tel: 0845 062 7744, email: [support@t-plan.co.uk](mailto:support@t-plan.co.uk) or visit [www.t-plan.co.uk](http://www.t-plan.co.uk)**