

Testing Case Study - Prudential UK Services Ltd

The Situation

On review of their test resource requirements for a 12 month period, the Prudential realised that a significant increase in staff was required to meet demand for a combination of business as usual projects, new legislation and initiatives to enhance the company's testing processes.

Business Transformation Testing is effectively the centralised business testing service for the Prudential, containing the vast majority of their testing resource. Therefore, testing staff are exposed to projects that vary widely in scope, duration, technologies, size, risk and budget. This demands a wide range of skills and experience within the organisation, along with flexibility and responsiveness.

The Solution

Following an innovative proposal and a proven track record, Spring IT Solutions became the sole supplier of contingent testing resource for Business Transformation at Prudential. The solution is based upon Spring's industry leading Employed Consultant Model (ECM).

Under the ECM, resources are employed by Spring and seconded to Prudential at rates up to 30% less than traditional contractor rates. Within 6 months, there were 37 Employed Consultants on site, split between Reading and Stirling. The contract value is around £2.5 million

Client Benefits

- Delivery of cost savings of over 30% when compared to traditional contractor rates - in a 6 month period, cost savings of over £225,000 were achieved, with an average saving of in excess of £60,000 per month once the team had been fully installed.
- Further cost savings based upon the ability to mitigate payment of VAT on the payroll costs of all Spring Employed Consultants. - in a 6 month period, cost savings of a further £55,000 were realised, with an average of £15,000 per month once all resources were in place.
- Additional Discounts for Volume Placements, resulting in further savings for the Prudential of over £30k in one year.
- Provision of a highly responsive and dedicated candidate selection process which has resulted in Prudential allowing Spring to place Test Analysts automatically, without any client interviews.
- The ability to convert or replace the existing contractor population with more cost-effective ECM resource.
- Incorporating the training of ISEB / ISTQB qualified staff into the overall service cost.
- The provision of both a Spring Account Manager and Spring Site Manager as part of the contract. These individuals are permanent members of Spring staff, responsible for the management of personnel issues and for client liaison.
- The development of staff through formal training, appraisals and coaching.

Neil Bowyer (Business Transformation Resource Manager) said " This model enables us to maintain a consistently good quality of testing resource to supplement our permanent staff during programme peaks, whilst providing us with significant cost savings over alternative options."