Amdocs Quality Engineering: where business results matter

To succeed in the digital era, enterprises need to manage multiple interaction channels with speed, while at the same time, provide an excellent user experience. Successful testing is key. But traditionally, testing occurs only at the end of the release cycle - a cumbersome, costly and reactive process that is inadequate for today's rising customer expectations and elevated requirements for end-users.

At Amdocs, we do things differently.

Amdocs Quality Engineering integrates quality at every step of the development process. Our unique Amdocs Cognitive Quality Platform combines **machine learning** and **artificial intelligence-based automation** and **NextGen tools** to provide cognitive and predictive quality assurance, allowing you to provide a seamless digital user experience.

Why Amdocs Quality Engineering?

- 3,500 quality engineers **specializing in DevSecOps**

- Unique **"New Ways of Working"** assessment tool & modernization roadmap

- **Enterprise-level** automation & autonomous governance solutions

- **AI/ML-driven** automation, performance, data, and virtualization platforms

- **Extensive production data repository** with 1 million test cases built and executed per year

- **#1 market share** testing vendor in the communications & media industry

- Rich **partner ecosystem**

Introducing Amdocs Quality Engineering

Amdocs Quality Engineering is a future-ready quality assurance service solution that accelerates your digital transformation. Leveraging our DevTestOps approach, which blends development, testing and operations, it shifts testing both "left" into development, and "right" into operations - and completes the loop by injecting production data intelligence back into testing activities.

This helps to shorten release cycles, thereby significantly **reducing time to market**, while simultaneously **improving quality**.

Our seasoned testing architects, data scientists and Software Developer Engineers in Test (SDET) are the best equipped in the industry to turn your quality assurance into a business enabler.

End to end solutions that deliver measurable business value

Leveraging agile and DevOps processes, combined with advanced automation and smart analytics for continuous, intelligent testing, our comprehensive offering portfolio is built on four key pillars:

Quality of **Procesess**

Quality of **Experience**

Quality of **Operations**

Quality of **NextGen tech**

Amdocs
Cognitive
Quality
Platform

Quality of Experience

Amdocs Quality Engineering ensures a **seamless user experience across every customer touch point**, including mobile, web, video & content, and retail channels. With performance, cross-browser, crowd and usability tests, we verify delivery of all products, services and content. Moreover, we ensure payment transactions are seamless and that customer functionality, privacy and security expectations are fully met.

Quality of Processes

Amdocs Quality Engineering **modernizes your quality organization** from ideation through execution, with a) consulting services to perform a maturity assessment, build an organizational blueprint and create an automation strategy, b) by skills assessment, upskilling plan and training in our "New Ways of Working," and c) implementation of intelligence-driven test coverage and end-to-end governance – empowering you with the capabilities you need to increase proficiency in DevOps and agile methodologies.

Quality of Operations

Amdocs Quality Engineering assures quality and performance across all IT and network applications, thereby **increasing productivity and optimizing costs**. Our services maximize the latest advances in automation and AI, as well as in test data and test environment management. Backed by an extensive test case repository, these services dramatically increase the cadence of your releases and ensure that your operations become a true growth enabler.

Quality of NextGen Tech

Amdocs Quality Engineering **unlocks revenue-generating opportunities** by enabling seamless implementation of cutting-edge technologies such as ML and AI-based prediction models, sophisticated AI-driven performance testing, testing of the latest chatbot technology, and network testing to optimize the transition to NFV.

Amdocs Cognitive Quality Platform

Amdocs Quality Engineering is powered by the Amdocs Cognitive Quality Platform, our state-of-the-art, innovative platform, which includes AI-driven automation and ML-based prediction engines, as well as next-gen performance, data management and end-to-end governance tools, for cognitive and continuous quality assurance. Combined with our partner network, the **Amdocs Cognitive Quality Platform's patented, award-winning technology platforms and methodologies** enable us to craft the right solution to meet your business goals and execute it with the highest quality and speed.

Supporting your move to the cloud

As you progress on your digital transformation journey, you will increasingly need the agility and scalabilty provided by the cloud. Regardless of your cloud migration strategy, we design **a fit-for-purpose qualilty engineering roadmap** to guide you, with:

- System functional testing to retain system integrity

- User experience testing with real consumer insights, to ensure a smooth transition for the end customer

- Next generation performance testing, in order to maximize the potential of cloud capabilities

- Security engineering, to defend against new security threats on the cloud

- Data enrichment and validation to ensure data accuracy through the migration processes and increase the business value of your data on the cloud

Sample customers

Results achieved

3x faster delivery
cycles powered by
DevOps (Tier-1
North American
service provider)

50% reduction in time
to market (Tier-1
North American
service provider)

Successful migration to the cloud
with **50% reduction** in test
environment cost and **30%**
improvement in testing cycle time
(Tier-1 Asia Pacific service provider)

30% TCO reduction
through **75%**
automation (Tier-1
EMEA provider)