

Advanced Info Service

Reducing the Application Development Cycle with CA Service Virtualization

CLIENT PROFILE

Industry: Telecommunications

Company: Advanced Info Service (AIS)



30

MINUTE MOCKUPS

Optimising the application development process

Technology today is a key differentiator in boosting business performance, and choosing the right solutions can unlock great efficiency and help companies meet their targets.

For leading Thai telecom company Advanced Info Service plc (AIS), technology is critical to help bring its visions and goals to life. CA Service Virtualization is a crucial part of AIS's toolbox to realise its digital ambitions. To offer customers more flexible and timely solutions, it needs to have fast IT systems and optimised processes to get new applications through its development cycle quickly and efficiently.

AIS deployed CA Service Virtualization in 2015 to give its application development subsidiary more autonomy from other teams, improve performance and free up resources to enable them to reduce the testing window. Since implementing CA Service Virtualization, AIS can test new applications in hours rather than days.

When the company was developing its AIS PLAY application, CA Service Virtualization helped AIS launch the application under very tight timescales. As Khun Surasak Kerdphol, Test Engineer for the MIMO Tech subsidiary of AIS recalls, "When we needed to test our system we had to build a mockup for each node. With CA Service Virtualization, we could do this in just 30 minutes."

Before implementing the solution, AIS was faced with escalating costs and complexity during development, as it needed to involve third party vendors. Now the team can create mockups in-house in a matter of minutes. As a result its AIS PLAY application was released in just 45 days instead of 90.



50%

SHORTER DEVELOPMENT CYCLE

With the IT team becoming more proficient with the solution every day and repeatable processes being established with CA Service Virtualisation, AIS expects to be able to continue to reduce the development cycle.

Maximising value through strong partnerships

CA Technologies country representative partner for Thailand, G-Able, provides system implementation support to AIS. Together, the companies can ensure that AIS gets the best return from its investment in CA Service Virtualization.

G-Able provides rapid and responsive CA Service Virtualization support services for AIS's development team 24x7, including during public holidays and out of hours. The partnership goes beyond the traditional relationship, with G-Able partnering in AIS's projects rather than as a vendor or solutions provider.

This means AIS has a scalable team with a thorough understanding of both its systems and CA Service Virtualization, which simplifies project management and means any issues can quickly be resolved.

When AIS was evaluating solutions on the market, it was important to find a partner who understood the company and its goals, both in the IT department and as a business. This insight enables it to work faster and reduces complexity.

At user level, the team at AIS have found CA Service Virtualization easy to use with an intuitive interface. Without having any prior knowledge of the solution, they've been able to continue working on development projects, and the inbuilt tools have reduced the scope for human error. Successful mockups can be stored as templates for future use, and mistakes made in a virtualized environment have no impact on its live systems. The template library also means that staff changes don't affect AIS's knowledge base and members of the team can pick up someone's work if they move on.

CA Service Virtualization is now used for an increasing number of projects within AIS, and will continue to be part of its application development landscape in the future.



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