

## The Challenge

Technology drives the rules of the lotto game and the nature of the Service is that there can be zero margin for system failure. The nature of the client's license means that it is continuously innovating to improve its services to customers - its technology systems are in a state of almost constant change. With the launch of an online Lotto game, the customer decided it needed cast-iron guarantees that its technology was operating at maximum efficiency and could continue to be evolved to support future innovation without issue.

The customer's Head of Interactive Technology decided that the company needed an IT optimization and testing department. In setting up the new department, the client decided that the answer lay in outsourcing the activities and responsibilities of a testing department to a specialist company.

## The Solution

Tescom installed a team of 40 testing experts to work alongside the customer's IT department. They swiftly became an extension of the existing team. The Project Manager commented "It was clear from the first, that Tescom understood the nature of cyclical outsourcing. Even more important was the fact that the quality of their people extended beyond their technical skills and was reflected in their understanding of our business needs and approach."

- ★ Tescom handled all aspects of project development and management, from implementing effective operational procedures across the in-house team, to the development of specialized testing methodologies.
- ★ Tescom ensured all new media delivery channels were tested for compatibility across such things as set top boxes for DTV channel and Internet browsers for the Web Channel, performance, usage volume and security, as well as for other areas such as failover, E2E system balancing and automation.
- ★ Tescom recommended being involved at the start of the online lotto project so that we were able to ensure a robust requirements and analysis phase.

## The Result

The online lotto was rolled out without hindrance and the customer's technology continues to power the lotto in a seamless and highly efficient manner.

- ★ Following the success of the online lotto project, the client has engaged Tescom on an ongoing basis and our testing experts are currently helping the company to develop its latest mobile lotto offering later
- ★ The early identification of system bugs and errors saved the customer considerable time and money.
- ★ "Tescom tested our business requirements and suppositions mercilessly and by the time we actually got to development and implementation it was like a tennis match between the testing team and the rest of the IT department. It stands as one of the best contracts I have ever signed."

## The Customer

The customer is the operator of a National Lottery, with operations from 4 regional centers across the country. Their key areas of business operations are the creation, marketing and promotion of new lottery games; developing, running and maintaining the national lottery technology infrastructure, working in partnership with retailers; and providing services for players and winners across the country.

This national lottery system is currently one of the most sophisticated in the world, with daily play offered over the Internet and through multiple retail games.

The client has around 33,000 retailers, of which approximately 25,000 operate on-line terminals.