Uniquely positioned to be your partner of choice for China-based technology services

Case Studies

Providing A New Cloud-based Mobility Solution for A Major Wireless Carrier
Unified Messaging application to provide enhanced message services for shared devices (home phone, cell phone, family devices) online and provide centralized access to messages via web or any shared device.

Preparing Communication Services for Lenovo’s LePhone
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Creating an Efficient E-commerce System for Anbang
iSoftStone provided e-commerce solutions to help improve the core business system of Anbang Insurance. The system offered flexible technology architecture and lower cost IT support for an e-commerce system that has proven to be stable and efficient.

News

iSoftStone Joins MIT Industrial Liaison Program
iSoftStone has joined the Industrial Liaison Program of the Massachusetts Institute of Technology. iSoftStone will be introduced to cutting-edge technologies and top-tier resources that could impact its sustainable growth.

iSoftStone to Provide Healthcare Data Exchange and Network Management Services for Chengdu
September 7, iSoftStone announced that it has signed an investment agreement with Chengdu Investment Holding Group Ltd., to form a healthcare IT Joint Venture.

Industry Commentary

Redefining Quality Assurance for the Wireless Industry
By Jim Darrin, Vice President, iSoftStone Inc.

Events

Look for us at these upcoming events.

Microsoft 2011 MSVP Summit
Sept 26-30
Seattle, USA

2011 HYSTA Annual Conference
Oct 1
Bay Area, USA

Mobile Asia Congress
Nov 16-17
Seattle, USA

iSoftStone Participates in the 12th China Financial Development Annual Summit 2011
September 1-2, the 12th China Financial Development Annual Summit 2011 was held in Beijing. iSoftStone Banking Team attended this event.

iSoftStone Acquires Adventier Consulting
August 4, iSoftStone announced that it has completed the acquisition of Adventier Consulting Group, Inc., a U.S.-
Industry Commentary

Redefining Quality Assurance for the Wireless Industry
By Jim Darrin, Vice President, iSoftStone Inc.

As the US economy continues to recover from the “great recession”, iSoftStone has found creative ways to continue to redefine how we add value to our clients in an economic environment that demands value from its vendors at lower costs. Specifically within the Mobile industry, iSoftStone has been working with one of the largest US Wireless Carriers, as well as a top tier Global Device Manufacturer, to reinvent how we provide Quality Assurance services to our client.

Because our clients require us to test devices on US Wireless networks this prevents iSoftStone from being able to offshore QA to China for our Telecom clients. iSoftStone set a goal to provide QA services to our Telecom clients, onshore within close proximity of our clients, but at an attractive price point that would fall in between offshore and typical onshore prices.

To achieve this goal we built a QA training program called “QA 101”. The curriculum for this training teaches students the basics of writing a test case, logging a defect, navigating through Operating Systems (windows and UNIX), understanding the Software Development Lifecycle (SDLC) (Waterfall and Agile) and how testing fits into the overall SDLC. In addition, we have tailored the curriculum to provide specific training for HP Quality Center which is the defect tracking system our clients use. The training sessions are held in the evenings, once per week for 3 hours, and run for approximately 3 months. The classes are open to the community, and at the end of each training session iSoftStone has access to the graduated students for placement on QA projects. The students we don't hire directly to iSoftStone often go on to find employment at other companies. The program works well to give students the basic skills for entry-level QA analyst, and provides an entry point into the constantly expanding IT industry.

In a typical iSoftStone engagement with our clients, we mix the entry-level QA analysts with mid-level and senior level testers. We appoint a test lead to manage the full lifecycle of QA, including test design and test management, and test reporting directly with the client. We can execute all aspects of testing including: black box, white box, performance, stress/load testing (using Software Development Engineers in Test (SDET)), as well as UAT. In addition, the test lead and mid-level testers mentor and train the entry level testers during test execution to help foster and grow their skills as testers. This model allows iSoftStone to blend the costs of senior resources with junior resources and provide a very attractive onshore model that is close to their offices, allows access to US networks, at an attractive price point.

iSoftStone has experienced tremendous success with this model, and we've been able to provide high quality QA across multiple projects, and all of our clients have been extremely happy with our QA services. In addition, we've shown high value coupled with cost savings versus other vendors and have gained substantial market share in the QA space against our competitors. The QA 101 classes provide iSoftStone with a continuous supply of resources, and this allows us to scale resources quickly to respond to client demands. We continue cross-training resources on the job and teaching them skills to become test leads, SDET's, and senior level testers. The practice has seen great momentum for both our clients and iSoftStone and is helping create jobs in tough economy, while also helping our clients realize cost savings.

Case Studies

Providing A New Cloud-based Mobility Solution for A Major Wireless Carrier

Unified Messaging application to provide enhanced message services for shared devices (home phone, cell phone, family devices) online and provide centralized access to messages via web or any shared device.

Situation
Our client is recognized as one of the leading worldwide providers of IP-based communications services to businesses. They also have the nation’s fastest mobile broadband network and the largest international coverage of any U.S. wireless carrier, offering the most phones that work in the most countries. They provide service to 98.6 million Americans.

The challenge for our client was to find an industry leading partner to provide platform verification testing and lead testing coordination for a new Cloud based mobility solution. Drivers include:

- Launch competitive Cloud based mobility service
- Maintain existing customer base and attract new subs

Solution
The process involved developing a test plan, defining project scope, designating testing resources, identifying schedule risks, executing the test plan, and managing triage communications.

The team utilized waterfall and agile SDLC project methodologies to deliver through various project phases. iSoftStone remained open and flexible to all client and vendor scheduling changes and served as lead partner across all testing activities.

Utilized industry leading testing tools and expert resources (Android OS / SDK, Firebug, Wireshark, HP Quality Center, Vendor supplied de-bug tools, Network Traffic Capture).

iSoftStone’s platform verification testing allowed the carrier to launch a beta version of its Cloud based messaging solution. The product team is preparing to launch a commercial service for all its customers in Sept. 2011.

iSoftStone stood above its peers by going above and beyond to deliver solutions and resources, and leading the coordination between all third party vendors teams. iSoftStone was quickly recognized as the preferred testing vendor within the Encore program.

Our client received thorough validation and verification of all preproduction and post-launch product platforms.

- 4150 test cases run & 401 defects found
- Extensive troubleshooting and triage support

Benefits
iSoftStone QA Testing was able to troubleshoot specific product issues in the lab environment and drive product quality for launch of version 1.0. iSoftStone created over 4000 test cases, and logged over 400 defects. We were able to work with development to launch the product with minimal open defects (5 total defects - Severity 1/Severity 2).

Best Practices
- Created a traceability matrix to trace all test cases back to requirements to ensure complete testing coverage.
- Implemented deep level reporting using HP Quality Center to demonstrate defects and bug closure rate by feature area and severity.
- Created a high-level executive testing report to report on overall progress of testing by severity, as well as blocking issues for management’s attention.

Preparing Communication Services for Lenovo’s LePhone

Lenovo hired iSoftStone due to our strong IT reputation and expertise in Android development and mobile technology services. iSoftStone performed application development and testing services to help Lenovo prepare for the release of its LePhone.

Situation
Beijing Lenovo Software Limited (Lenovo), a wholly owned subsidiary of Lenovo Group Ltd., provides specialized software consulting services, high quality customized application systems development and software product customized development.

Lenovo’s LePhone, an Android-based smart phone, is part of the company’s China mobile internet strategy in response to a key competition, Apple’s iPhone. The LePhone features built-in internet services for popular communication services, such as RenRen, KaiXin and Sina Microblog and updates widget content automatically when the device accesses the internet to provide consumers with a unique and innovative internet experience. Lacking the resources and expertise to perform these tasks internally, Lenovo needed a vendor to provide application development and testing services for these key communication services to prepare for the release of LePhone.

Solution
Lenovo hired iSoftStone because of its strong IT reputation and expertise in Android development and mobile technology services.

After working with Lenovo to outline the requirements for the Android-based LePhone, iSoftStone formed a special Android development, test and technical support team. This team worked onsite with Lenovo to provide comprehensive technical services.

iSoftStone team made valuable contributions to the development and testing of the LePhone’s widget, email, call and Sina News applications. In addition, the team simultaneously tested the power management and settings using these new
communications services specifically for China Unicom's LePhone.

Benefits
Preparing the LePhone for a quick and timely release was very important to Lenovo's strategy for competing with iPhone. iSoftStone's experienced workforce and high quality services ensured that the LePhone project was completed on time for the LePhone's handset launch in May 2010.

Lenovo has sold over 100,000 units of the LePhone so far in China, and hopes to reach one-million-unit sales by end of the year. The LePhone has attracted international and domestic consumers' attention with the innovative design, powerful hardware configuration and slick interface, powered by the Android operating system. However, the integration of network services and technological innovation allows Lenovo LePhone to directly compete with Apple's iPhone.

Creating an Efficient E-commerce System for Anbang

iSoftStone provided e-commerce solutions to help improve the core business system of Anbang Insurance. The system offered flexible technology architecture and lower cost IT support for an e-commerce system that has proven to be stable and efficient.

Situation
Anbang Property & Casualty Insurance Company Ltd. (Anbang Insurance) is a national-wide insurance company focused on business property insurance, accidental injury insurance, and short-term health insurance. With a registered capital of 4.6 billion Chinese Yuan, the company has branches in 37 province, more than 400 tier-three institutions, and over 1,000 tier-four institutions. With such widespread development, Anbang Insurance needed to improve its marketing channels, information networks, and IT technical support, with a specific focus on building an e-commerce platform.

Solution
Since iSoftStone signed on with the Anbang Insurance project in 2004, the team developed core insurance business products, advanced information technology and IT support, and created an e-commerce solution. iSoftStone also constructed various systems, including functions to support core business operations, telemarketing, dynamic branch reporting, online insurance, anti money-laundering, audits, accessories bidding, and the CIRC report. Specifically, iSoftStone did the following for Anbang:

- Built a massive business processing system (from the terminal to core systems).
- Used C Language in the core systems for V5 development, while other systems were developed based on Java and Open Source components and frameworks.
- Used a web application server to support these systems, including Weblogic, Websphere, and an Oracle database for data storage.
- Assigned industry and technical experts from iSoftStone to address any problems and conduct the implementation of complex functions onsite.
- Carried out R&D, design, testing and go-live arrangements, for different business modules and functions, and customized follow-up development and emergency maintenance of these business modules.

iSoftStone has completed phase one: creating the e-commerce platform to help promote Anbang brand online by offering customers access to convenient online help tools. iSoftStone is currently working on the second phase: creating online transaction and payment functions to reduce sales costs, improve the quality of services provided for internal and external customers, and increase overall sales of insurance policies.

Benefits
iSoftStone’s services offered Anbang Insurance flexible technology architecture and lower cost IT support for a e-commerce system that has proven to be stable and efficient. The system iSoftStone provided to manage online transactions and services offers the following benefits for Anbang Insurance:

- Enhances customer visibility and brand value online
- Saves manpower, materials and time costs
- Increases transaction efficiency and convenience
- Improves customer service

The e-commerce project’s combination of online services with the existing offline business offers a multi-channel operation for Anbang Insurance, and allows for a marketing system that is more comprehensive than ever before.