



How a UNIVERSAL PLATFORM transformed Altice Lab's system development processes



THE COMPANY

Altice Labs has as its primary activity to guarantee all the innovation processes from the previous company, named Portugal Telecom SA, and their investees, providing services to them.

With an annual revenue of around 118 million Euros, Altice Labs' main goal is to develop Innovative and competitive solutions to improve network access (whether landline or mobile), the transportation network, the network architecture and services, and even next-generation platforms.

Altice Labs is one of the major players when it comes to national and international success stories in the Telecommunications, Engineering and Operations Management fields, and a key differentiating factor is that today the company has more than 650 technicians focused on innovation.

THE CHALLENGE

Aiming at improving their internal processes, Altice Labs re-evaluated their entire System Development Process (SDP). As a result, a corporate collaborative model was developed giving a global overview of SDP, making it easier to manage all their processes.

The challenge was to create a "universal language", through the normalisation of efficiency indicators and the improvement of the development processes.

This kind of improvement demanded a robust implementation of support platforms and the substitution of adhoc solutions by a single platform for the entire organisation.

It had to guarantee the requests for Quality System and alignment with CMMI model procedures. Between the numerous active projects in Altice Labs, hundreds of documents and other deliverables are produced.

Besides the main development centres located in Portugal and Brazil, there was a need to create new locations, in order to be able to serve the whole network with maximum flexibility and comfort from any point of the globe.

The basis of this project was the need to reverse the proliferation of existing methodologies and tools resulting from project diversity.

It became mandatory to adopt some global Procedures that could be integrated into the Business context to increase productivity.

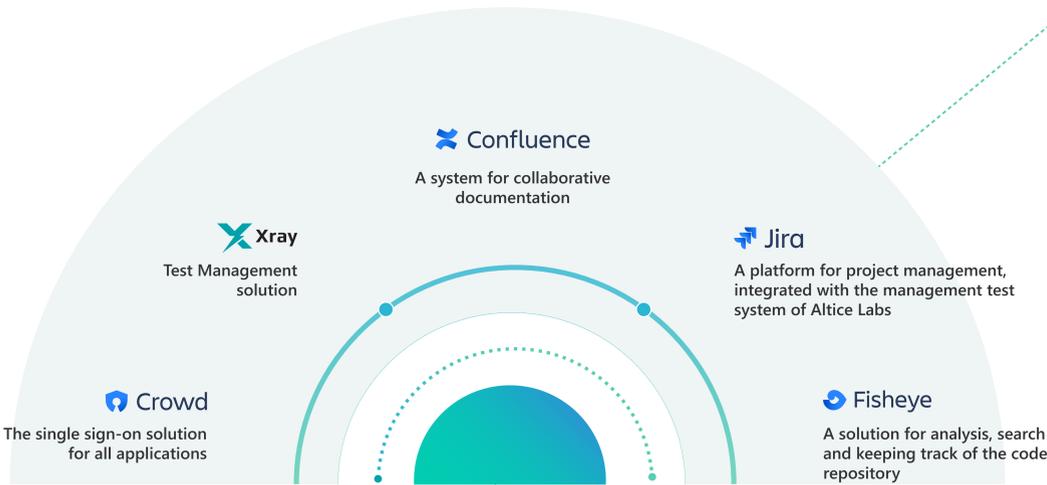
XPAND IT'S MISSION



- To support and enhance the System Development Process, across the board.
- Supporting the geographical dispersion of Altice Labs with high availability.
- Ensuring coverage from all the technical documentation support areas to system development, requirements management (internally and externally), embedding within the test team and maintenance of a code repository.

THE SOLUTION

To give Altice Labs continuous support to the systems development lifecycle, the process included the installation and configuration of:



TECHNOLOGIES

More than **112 000** companies use their tools for process optimisation and product quality improvement.

- Confluence**
A powerful collaborative process that allows for the creation and sharing of documents between teams.
- Jira**
A platform for project management, extensible and customisable to any context or business process.
- Xray**
A solution for test management that supports manual and automated tests and that allows controlling software quality in different phases of its lifecycle.
- Fisheye**
Provides the unique capacity to look at code repositories and help teams to monitor all the processes.
- Crowd**
The solution for single sign-on and OpenID that simplifies the task of system administrators in managing users.



- Establishment of a collaborative culture in the organisation
- Improvements in communication between teams
- Access to a high availability solution
- Normalisation of the systems development process
- Creation of a control metric for project execution with comparison capability
- Creation of a central normalised knowledge repository, accessible to the whole organisation



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