

# ING Real Estate Investment Management

**Outsourcing the testing of a new management information system results in a 50% reduction in test effort**

## **Performance driven. Quality assured.**

ING Real Estate Investment Management, a global real estate company, engaged Sogeti to undertake the testing of a new management information system prior to launch. Adopting a Rightshore® approach, Sogeti used a combination of onshore and offshore resources to carry out the testing, resulting in a reduction of 50% in test effort.

### **The Client**

ING Real Estate Investment Management (ING REIM) is an integrated group engaged in the management of quality real estate in the world's major markets. With a total portfolio exceeding €65 billion, ING REIM ranks among the leading global real estate companies, serving a broad client base from their offices across Europe, North and South America, Australia and Asia.

ING Real Estate Investment Management is part of the global financial services institution, the ING Group.

### **The Challenge**

ING REIM had initiated an internal programme, VIRES, to improve the efficiency and reliability of the management information exchange between ING REIM, its administrative controllers and its clients. Before the new system could be piloted and launched, all new and modified software for data exchange and processing had to be thoroughly tested. ING REIM turned to Sogeti, an existing trusted provider of testing services.

**“ I knew Sogeti to be a professional test service provider, and the structured approach to testing and the test results gave us good insight into the quality of the various software components. The solution with a test manager onsite and Indian testers, initially in the Netherlands and later in India, worked excellently. ”**

**Kitty de Haan**  
Programme Manager, ING REIM





## The Solution

Sogeti's solution was based on its Managed Testing Service. The service comprised of an onsite test manager in the Netherlands, supported by a team of Sogeti resources based offshore in India.

The test was prepared in India, based on the available test bases, together with the development of the necessary test scripts. Then a team in the Netherlands (made up of both Indian and Dutch resources) executed the tests at the client's location.

## The Benefits

The key results were that the new system was ready to be successfully launched, and that, through the Rightshore® combination of onshore and offshore sourcing, Sogeti achieved a 50% reduction in test effort, primarily through taking maximum advantage of the standardization of the tests.

## Delivering results

ING Real Estate Investment Management was very satisfied with the result of the test project. ING REIM Programme Manager Kitty de Haan commented: "I knew Sogeti to be a professional test service provider, and the structured approach to testing and the test results gave us good insight into the quality of the various software components. The solution with a test manager onsite and Indian testers, initially in the Netherlands and later in India, worked excellently."

## Contact

For more information about how Capgemini and Sogeti's Testing Services can help organizations achieve their testing and QA goals, please contact your local Capgemini or Sogeti testing representative or our Global Testing Services Sales Team:

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The Netherlands  
Financial Services  
Technology Services  
Managed Testing Service

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## About Capgemini and Sogeti

The Capgemini Group is one of the world's foremost providers of consulting, technology and outsourcing services, enabling its clients to transform and perform through the use of technologies. Present in over 30 countries, the Capgemini Group reported 2009 global revenues of EUR 8.4 billion and employs over 90,000 people worldwide. Sogeti, its wholly-owned subsidiary, is a leading provider of local professional services, bringing together more than 20,000 professionals in 15 countries and is present in over 200 locations in Europe, the US and India.

Together, Capgemini and Sogeti have developed innovative, business-driven quality assurance (QA) and testing services, combining best-in-breed testing methodologies (TMap® and TPI®) and the global delivery model, Rightshore®, to help organizations achieve their testing and QA goals. Capgemini and Sogeti have one of the largest dedicated testing practices in the world, with over 6,400 test professionals and a further 11,000 application specialists, notably through a common center of excellence with testing specialists developed in India.

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