Software Testing in Automotive Aftersales

Core element of a successful retail-IT implementation

Quality assurance faced with new challenges

As a basic component of an aftersales software project, the 'IT quality management' area also has an impact:

- Rapid growth of integration density of aftersales IT systems in retail
- Increasing requirements for interfaces and harmonised system processes
- Consistent customer processes require cross-application tests (End2End), as well as a customised testing strategy
- Growing complexity in test execution, error analysis and test data provisioning
- System creation in agile development processes in order to achieve faster time-to-market or to support disruptive changes
- Analysis and pragmatic use of automation tools are essential
- Implementation of new retail IT systems with even more focus on mobile app solutions in the future

Competent testing ensures the success of software development

We have answers to business-critical challenges:

- Extensive aftersale process know-how and long-standing OEM-spanning project work enable us to carry out systematic and E2E tests
- Competence for the construction and operation of disparate testing environments through our comprehensive professional and technical aftersales IT knowledge
- Flexible action in different project organisations (agile/classic) allows us to work closely with project partners
- Our internal testing community contributes to an intensive exchange of know-how and experience

How NTT DATA can assist you in introducing and implementing a QA procedure

With these competences, we offer our ISTQB-based performance portfolio for automotive aftersales test projects:

- Test management
- Test conception
- Testing environment management
- Test data management
- Tool administration
- Performing functional, non-functional and technical tests
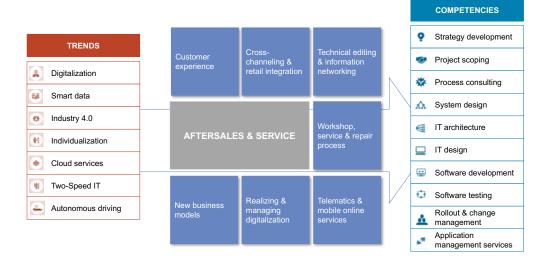- Defect management
- Quality management

NTT DATA
Global IT Innovator

Digitalisation requires a re-orientation in aftersales:

As a consulting and implementation partner for the automotive and manufacturing industries, we support you in the essential areas of aftersales & service business. Through our many years of expertise in subjects specific to aftersales, we are a competent partner with end-to-end solutions - from the idea, through the conception and design to the sustainable implementation into your organization.

With our Aftersales & Service portfolio, we support you in the realisation of new and innovative business models and technologies in order to successfully exploit the potentials of current and future trends in aftersales. Digitalisation, new technologies such as cloud, two-speed IT and autonomous driving play a decisive role in the future viability of customer-oriented, qualitative and individual support for end users during product use. We make you special!

TRENDS		COMPETENCIES
Digitalization	Customer experience / Cross-channeling & retail integration / Technical editing & information networking	Strategy development
Smart data		Project scoping
Industry 4.0	AFTERSALES & SERVICE / Workshop, service & repair process	Process consulting
Individualization		System design
Cloud services		IT architecture
Two-Speed IT	New business models / Realizing & managing digitalization / Telematics & mobile online services	IT design
Autonomous driving		Software development
		Software testing
		Rollout & change management
		Application management services

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#outstanding

NTT DATA is one of the world's leading business and IT consulting companies with over 100,000 employees in 40 countries. In the EMEA region, we have more than 14,000 employees with the personality and passion for IT on the ground for our customers. As a global innovation partner for our customers, we combine global reach with local proximity that is closely interconnected with our innovation centers.

We accompany our customers on their journey to becoming a digital company. Our portfolio includes business and IT consulting, system integration and application management services. Our technological leadership is paired with a deep understanding of our target markets: automotive, manufacturing, banking, insurance and telecommunication.

We make our customers outstanding – especially in terms of customer focus, product quality and economic yield.

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