

Title

**Managed Testing Services at Specsavers -
The way to and the benefit from**

Speaker(s)

Jason Taylor – Head of IT Testing Services, Specsavers

To whom is the presentation addressed?

Test professionals, Heads of Testing, IT managers, Heads of IT

Keywords

Managed service, cost leverage, quality improvement, metrics, testing service, branding, automation, performance, blended rates.

Abstract

Specsavers are engaged in a transformation of the internal IT function and the underlying business technology. As part of this process Jason Taylor has overseen the transition of a disparate testing function within Specsavers to a clearly branded Specsavers Testing Service. This service is a combination of Specsavers leadership and a managed testing service provided by SQS.

This presentation highlights the key objectives and expectations from the 3 year transition-phase, tracks the initiation of the service, the experience of transitioning to 90% off-shore delivery and the focus on metrics and governance to ensure quality, and the success in building a One Team philosophy.

Jason has held senior testing positions for the last 10 years in the investment banking, health insurance and retail industries. He is an advocate of quality improvement through robust automation practices and has successfully rolled out a number of testing services. He has a particular interest in metrics driving continuous improvement, and is expert in establishing and managing off-shore delivered services.
