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CASE STUDY

Global Telecom Operator Modernizes Test Management with Kualitee

How a telecom operator replaced a stagnant legacy platform with one connected system for traceability, reporting, and vendor support.

INDUSTRY	REACH	MIGRATION
Telecommunications	Global	Zero disruption

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Global Telecom Operator Modernizes Test Management with Kualitee

From a legacy ALM platform to a future-ready QA operation with full traceability, better visibility, and greater efficiency.

500,000+

Test cases migrated

100,000+

Attachments migrated

Client Snapshot

CLIENT	INDUSTRY	SCALE	DATA
Global Telecom Operator	Telecommunications	500K+ Test Cases	100K+ Attachments

Background

For years, the client ran its entire test management operation on a legacy ALM platform. The platform had served them reasonably well in the earlier stages of their QA maturity, when testing volumes were lower and release cycles moved at a slower pace.

As the organization scaled its digital services and testing needs grew in parallel, the cracks in that legacy setup became harder to ignore. The tool that had once been sufficient started working against the team rather than for it.

The Challenge

The interface had become a daily obstacle.

Alongside the traceability gap, the interface itself had become a daily obstacle. The ALM platform's UI reflected design conventions from an earlier era of enterprise software, an testers found it slow and unintuitive to navigate.

SLOW
UNINTUITIVE
NAVIGATION

Simple tasks like logging a test result or filtering a test suite took more clicks and more time than they should have,

which added friction to a QA process that was already under pressure from growing release volumes.

LOG A TEST RESULT → FILTER A TEST SUITE → MORE CLICKS + MORE TIME

Compounding both issues was the fact that the platform had effectively stopped evolving.

The client was no longer receiving meaningful updates or responsive support from the vendor. Bugs in the tool itself went unresolved, and there was no roadmap of improvements to look forward to.

No ongoing updates
No responsive support
Bugs went unresolved
No roadmap of improvements

Finally, the platform offered no reporting functionality of any real use.

Every status update to stakeholders had to be manually compiled outside the tool, which cost time and introduced room for error.

Status Update
Manually compiled outside the tool

COST TIME
INTRODUCED ROOM FOR ERROR

In summary, the client's pain points were:

- No functional requirements traceability, despite hierarchical data storage
- An outdated, difficult-to-navigate interface
- No ongoing updates or responsive vendor support
- No reporting or analytics capability

No functional requirements traceability, despite hierarchical data storage
No reporting or analytics capability

Why They Moved To Kualitee

Given these compounding issues, the client evaluated alternatives that could address traceability, usability, support, and reporting in a single platform rather than relying on a patchwork of workarounds. Kualitee was selected as the platform to replace its legacy ALM setup.

Before

Legacy ALM

- No functional traceability
- Outdated interface
- Limited vendor support
- Manual reporting

After

Kualitee

- Requirement → Test → Defect
- Modern, intuitive UI
- Active updates + responsive support
- Custom dashboards

The Solution

Kualitee addressed each of the client's pain points directly:

01 **TRACEABILITY**

Kualitee's built-in requirement traceability feature let the team trace test cases and defects forward and backward against requirements throughout the testing lifecycle, giving them a clear, always-current view of coverage that the legacy platform's hierarchical structure had promised but never delivered.

02 **INTERFACE**

Kualitee's modern, intuitive UI let testers carry out day-to-day tasks such as logging results, managing test suites, and tracking defects with considerably less friction than before.

03 **SUPPORT AND UPDATES**

The client now benefits from an actively maintained platform with an ongoing release cycle and responsive vendor support, replacing the stagnant experience they had grown used to.

04 **REPORTING**

A set of custom dashboards was built specifically for this client at no additional cost, including visualizations for test pass and fail rates and other data views tailored to how the client's QA team tracks progress internally, rather than a generic, one-size-fits-all layout.

The Migration Process

Given the scale of the client's existing data, migration was one of the more demanding parts of the transition. Kualitee's team carried out a full migration of the client's test assets, free of charge as part of the onboarding:

- Over 500,000 test cases migrated
- More than 100,000 attachments migrated
- No disruption to the client's ongoing testing cycles

500K+ Test cases migrated

100K+ Attachments migrated

0 Disruption to ongoing testing cycles

THE OUTCOME

One Platform. Connected QA Data. Actionable Visibility.

With Kualitee in place, the client's QA team now operates from a single platform that gives them what their previous setup could not:

- A modern interface that reduces daily friction
- Active vendor support they can rely on
- Real, functional traceability from requirement to test case to defect
- Reporting dashboards built around their own workflow, not a generic template

Looking Ahead

The client's relationship with Kualitee continues past the initial migration, with the custom dashboard work reflecting an ongoing, collaborative approach to meeting the team's evolving reporting needs as their testing operation continues to grow.

Built for What's Next

Modernize your test management. Explore Kualitee →

