

Ciber, Inc. uses CA Service Virtualization to improve quality by up to 75%

Introduction

This case study of Ciber, Inc. is based on an August 2016 survey of CA Service Virtualization customers by TechValidate, a 3rd-party research service.

“We evaluated HP, but selected CA Service Virtualization and it has improved the quality of our applications and reduced the time it takes to get those applications to market.”

Challenges

The business challenges that led the profiled company to evaluate and ultimately select CA Service Virtualization:

- Experienced the following challenges before switching to CA Service Virtualization:
 - Inconsistent or poor app quality / end-user-experience
 - Difficulty setting up and long wait times when creating testing environments
 - An inability to develop/test in parallel while teams work on the same project
 - An inability to access critical applications or dependent environments to develop/test against
 - An inability to reproduce performance like environments/situations when testing
 - An inability or high cost to access 3rd party systems

Use Case

The key features and functionalities of CA Service Virtualization that the surveyed company uses:

- Evaluated HP prior to selecting CA Service Virtualization.
- Used HP prior to switching to CA Service Virtualization.

Results

The surveyed company achieved the following results with CA Service Virtualization:

- Addressed the following application development / testing challenges with CA Service Virtualization:
 - Waiting for unavailable systems
 - Paying for 3rd party services in dev/test
 - Slower delivery schedules because they are not agile enough in their testing
 - Defects getting into production causing customer complaints
- Most important CA Service Virtualization capabilities to the organization:
 - The ability to proactively provide better customer experience
 - Virtualizing unavailable systems / 3rd Party systems
 - Dramatically improving getting new software to market
 - The ability to develop and test in parallel without dependencies or constraints
 - Reducing infrastructure requirements or 3rd party costs
 - Shift-left testing to find defects earlier
 - Broad / deep out-of-the-box protocol support
 - Testing negative scenarios
- Rates CA Service Virtualization's features and customer/analyst validation when compared to the competition:
 - Ease of use: highly superior
 - Advanced features / protocol coverage: highly superior
 - Scalability: significantly superior
 - Analyst reviews / rankings: highly superior
 - Customer references: significantly superior
- Improved the following with CA Service Virtualization:
 - Improved their delivery speed (less rework): 35%-49%
 - Improved their quality (customer satisfaction, Exp, Brand): 50%-75%
 - Reduced costs (TCO, ROI): 50%-75%
 - Reduced risk (compliance, Biz): 50%-75%
 - Improved growth (Innov, New Prod, M&A): 50%-75%
- Experienced the following benefits as a result of adopting CA Service Virtualization:
 - Improved the quality of the applications their organization delivers
 - Can fix application defects sooner and faster
 - Can develop better applications faster
 - Increased their test coverage, enabling them to test sooner
 - Can defer investments in testing environments

Company Profile

Company:
Ciber, Inc.

Company Size:
Large Enterprise

Industry:
Computer Services

About CA Service Virtualization

CA Service Virtualization simulates unavailable systems across the software development lifecycle (SDLC), allowing developers, testers, integration, and performance teams to work in parallel for faster delivery and higher application quality and reliability.

Learn More:

[CA Technologies](#)

[CA Service Virtualization](#)