The Health Lottery partners with PMC for a cost efficient and responsive testing service

THE HEALTH LOTTERY - CASE STUDY

Launched in September 2011, the Health Lottery is committed to tackling health inequality in Great Britain. The Health Lottery operates on behalf of 12 society lotteries, who work closely with People's Health Trust to ensure that funds raised through The Health Lottery are granted to the grassroots causes that need it most. To date, The Health Lottery has raised over £112 million for health-related, good causes.

Working with The Health Lottery since 2011, PMC initially provided extensive User Acceptance Testing ahead of the lottery launch. Today, a PMC Testing team dedicated to The Health Lottery ensures successful new releases and delivers continuous improvement activities, whilst also building relationships with The Health lottery's third party suppliers.

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> The PMC Testing Service has been a godsend. The flexibility it gives us really suits our 'just in time' project methodology. The Testing Service also works far better from a financial management perspective.
>
> Having our own team means we get an instant response when we need to chop and change their priorities. Above all else, the quality of the QA and the information the team are providing has been recognised by our partners outside of the Health Lottery."

Mike Rogers, Head of IT & Operations at The Health Lottery

Working in partnership from day one in 2011

PMC was originally engaged by The Health Lottery as the venture prepared for launch in 2011. At that time, PMC ran User Acceptance Testing across retail terminals, host systems and the new website. The initial testing programme was carried out at PMC's Oxford test facility, followed by a two month on-site placement of the testing team until the go-live date.

The PMC team delivered functional testing of retail channel terminals, integration testing between retail terminals and back-end systems, and functional testing of the website. The testing regime ensured that all systems successfully went live on 28 September 2011.

Evolution of the partnership brings further benefits

Following the successful launch, The Health Lottery continued to engage PMC on a project-by-project basis for a transactional testing service. Whilst projects were always delivered successfully, there were sometimes challenges with this approach. Engaging by project left no time for continuous improvement activities such as automation, regression pack maintenance or strategy reviews.

As THL priorities often changed with short notice, it could sometimes be challenging to quickly line up the right resource. PMC team members also found it more difficult to build relationships with the third parties who were part of the Health Lottery's bigger picture. The obvious solution was moving to an ongoing Testing Service with permanently assigned resource. As The Health Lottery already utilised PMC's Testing capability on a regular basis, this made sense for them financially and strategically.

Better financial management, Instant response and quality QA

Having a permanent PMC testing team has allowed The Health Lottery to meet their changing project delivery schedule with ease. The PMC Testing team now has a full understanding of how their client's business operates and so needs only minimal support.

The team has focused on automating testing during downtime between projects, ensuring new releases are live more quickly. By building relationships with The Health Lottery's third-party suppliers, the PMC Test Team also has access to all the information required for testing, thereby saving everyone's time and resource.

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