



Dave told his bosses it wasn't worth spending money testing his organisation's IT systems.

Then they failed.
Don't be like Dave.

It can be hard to demonstrate the value of testing your IT solutions, it's maybe even harder to predict the cost of not testing them.

Recently the news has been dominated by reports of the resignation of TSB Chief Exec, Paul Pester, in response to the major IT problems that affected TSB customers following a failed attempt to migrate data from one system to another. Reports say the system had not been tested sufficiently and this has caused major IT issues for TSB spanning April to September. Thus far, the financial cost to TSB is reported at £176 million and 26,000 people have closed their accounts.

The challenge of the small IT team

Reality is that most companies have relatively small IT teams with limited bandwidth. Partnering with a strong implementer means some of your testing is covered. They will provide you with a solution that works in a standalone format, however, you need to ensure you sufficiently test the integration of the solution, check it meets the expectations of your key stakeholders and fits your business processes.

The importance of User Acceptance Testing

UAT is often an area of testing that is underestimated, but its inclusion in your Test Strategy is vitally important. Even though a great deal of functional testing may have taken place on the solution, there is still a distinct possibility the product may not integrate with your processes as desired.

When UAT is done well, word of the 'wonderful new system' spreads across the business and gives your staff a level of confidence that is unbeatable. Conversely, when UAT goes wrong the negative marketing impact can mean news of the 'awful new system' spreads like wildfire!

PMC can help. We have over 14 years of experience in Testing with a strong track record of success. Call us today and ask our experts how they can add value to your project.



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About us

As retail systems experts PMC provide retailers with IT services and solutions that allow them to exceed customer demands and expectations.

We are renowned in the industry for our open, honest and direct approach. We focus on helping you cut down on bureaucracy and high-level operations so you can spend your important time and money on actually getting things done.

PMC can help you get a quick start on all of your projects by providing knowledgeable and skilled consultants who apply their extensive retail experience to benefit your business.

With a growing team of 300, offices in India and the UK and a strong track record of success, you can be confident that PMC will add real value to your retail IT project and support activities.

Our operation in India enables us to offer real agility to our customers. It gives us the ability to deliver highly cost-effective services to our customers on a 24/7 basis 365 days a year. It also enables both flexibility in resourcing and access to a great wealth of technical capability.

Learn more at pmcretail.com



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