



Rental Car Company
Case Study

Occam's ETS Providing clarity & system validation

Occam completes end-to-end Infrastructure testing prior to deployment

INDUSTRY

Hospitality - Global Car Hire
Company

PROFILE

One of the worlds' largest car
rental companies

Locations in over
150 countries

Employs over 30,000 staff

Valued at over \$5 billion

CHALLENGE

Carry out detailed testing
on every element of the new
telecoms infrastructure
to ensure capacity
and resiliency prior
to deployment

SOLUTION

Occam Enterprise Testing
Suite (ETS) Specifically:
Capacity Testing
Functional Testing

BENEFITS

Simultaneous automated call
traffic replicating peak traffic
conditions

Accurate identification of
points of failure within
the infrastructure

THE CUSTOMER

Operating a number of car rental brands in more than 11,000 corporate and licensee locations throughout 140 countries in North America, Europe, Latin America, Asia, Australia, Africa, the Middle East and New Zealand, this company represents one of the largest worldwide airport general use car rental companies with more than 1,700 airport locations in the U.S. and more than 1,300 airport locations internationally.



Operations in 140 Countries
30,000 Staff Worldwide
Valued over \$5bn

The Challenge

During the build and deployment of their new Cisco CCX platform, the company required multiple tests to be carried out on each part of their infrastructure to ensure it could exceed the objectives of the current system operationally and withstand the capacity it had been designed to handle.

Operating on a strict timeline, the company soon discovered that their legacy testing system did not cover all the elements of the new Cisco CCX platform.

They needed a testing solution that was easy to use, flexible and had the capability of testing the entire infrastructure end-to-end and accurately identify where and when issues arose.

They also required a fixed cost solution that enabled them to not only test prior to deployment but also conduct ongoing automated testing for monitoring purposes on existing and to future deployments as they move towards an omnichannel experience for their customers.

To achieve their goals, the company required a partner with the experience and knowledge to assist with the test plan design and provide analysis on the outcome.



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Occam worked with us to identify critical issues under load, that would have otherwise been missed.

Greg Jost, Cisco Project Manager

The Solution

The various testing features within the Occam Enterprise Testing Suite (ETS) allowed them to replicate the exact testing environments(s) required to meet the UAT specifications.

Occam's intuitive interface enabled the customer to easily create specific test scenarios that addressed issues immediately without having to continually engage with professional services teams keeping costs realistic and within budget while allowing the overall project to remain on track.

Creating the Plan. The test plan was designed to progress in stages. All relevant parties were made aware of the timescales to ensure availability during each stage. Appropriate remediation time between each test was incorporated to address any issues identified during the previous testing phase.

During each stage, multiple tests were designed that could run concurrently to ensure that there were no anomalies or false positives that could cause unnecessary delays to the project.

Continual Enhancements. Occam's roadmap for future enhancements to ETS aligned perfectly with the customer's plans for the next 12 to 18 months. The ongoing development of ETS allows the customer to continually innovate and develop their Cisco CCX platform, remaining confident that they have a testing partner able to meet the growing demands of the business.



The Benefit

The new SIP PSTN connections, network infrastructure and Cisco CCX platform were all tested under peak business conditions the team worked seamlessly together to resolve any issues that came to light in the platform when operating at capacity.

Some of the issues discovered and resolved during the testing process were:

- DSP hardware issue affecting call quality under load
- Service provider carrier interconnect having performance issues
- SIP circuits locked up on the services providers equipment even though the customers equipment had disconnected them, therefore the circuit capacity was reduced without the customers' knowledge



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Occam provided an invaluable service, in a timely manner, for much less than the competition.

Greg Jost, Cisco Project Manager

Using Occam, the customer was able to test their business continuity plan for the Cisco CCX platform so they had peace of mind that the system was able to take the full load without any detrimental effect.

Once the load testing was complete, the customer was able to sign off the infrastructure, perform the rest of their UAT and move seamlessly across to their new infrastructure with total confidence.

ABOUT OCCAM

Occam Networks delivers automated testing, analysis and anti-fraud solutions to telecoms operators, enterprise customers and contact centers worldwide.

Providing easy to use software, coupled with support and insight from top industry experts and influencers, Occam Networks is one of the leading automated testing and anti-fraud providers globally.

Our solutions are designed to remove the complexity of testing and analysis and present customers with the key information they need in a simple, straightforward format, whenever and wherever they need it.