**Rental Car Company** Case Study

# Occam's Razor 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 Razor Specifically: Capacity Testing Functional Testing

## Benefits

- Simultaneous automated call traffic replicating peak traffic conditions
- Accurate identification of points of failure within the infrastructure

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## 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.

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| **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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## The Solution

The various testing features within the Occam Razor 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 Razor aligned perfectly with the customer's plans for the next 12 to 18 months.

The ongoing development of Razor 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.
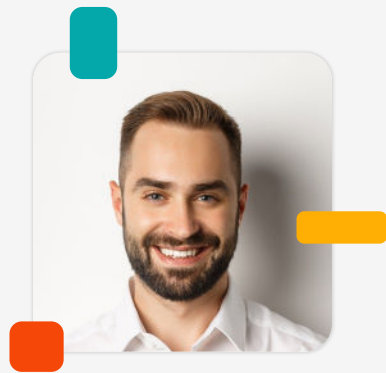
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## The Benefit

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.