



Auckland Transport Case Study: Subject Matter Experts

How Auckland Transport used our testing to deliver better product quality and improve its customer experience.



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Derek Allinson
Test Manager
Auckland Transport

KEY OUTCOMES:

- Improved internal and external customers experience from better product quality.
- Collaborative resolution between various teams from improved visibility of issues.

Auckland Transport (AT) is responsible for all of the region’s transport services (excluding state highways), from roads and footpaths, to cycling, parking and public transport. AT is tasked with delivering a transport system that best meets the needs of a range of transport network users, and supports the Auckland Plan’s vision for Auckland to become the world’s most liveable city.

“I joined AT 2.5 years ago and Planit, having met Auckland council’s stringent procurement processes, were already working there. I’m very pleased with our organisation’s decision to engage Planit.

“I meet with them regularly and they are always responsive in managing AT’s moving goal posts. They somehow always manage to help me out and adapt to our culture and needs.

“Being responsive to the needs of our customers and stakeholders often means taking on projects at short notice. There are around 160 projects completed each year, and our role is to ensure excellence in testing, which means we aim for zero defects.

“It’s not easy for either of us, as changes can cause high stress, and Planit manages this very well. I like their ability to work outside of their agreed requirements and invest their time and effort to progress our capability, as well as add value and training for some of our permanent team members in ISTQB testing standards.

DELIVERED:

- Testing & QA
 - Website Testing
 - Software Testing Training
 - Staff Augmentation
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ABOUT PLANIT:

At Planit, we give our clients a competitive edge by providing them with the right advice, expert skills, and technical solutions they need to assure success for their key projects. As your independent quality partner, you gain a fresh set of eyes, an honest account of your systems and processes, and expert solutions and recommendations for your challenges.

Find out how we can help you get the most out of your digital platforms and core business systems to deliver quality quicker.

"I was more than happy to keep them, as vendors quickly demonstrated their ability at getting up to speed with any given project and sharing information between themselves.

Benefits provided by Planit

"The support and capability Planit has to deliver projects is outstanding. The resources we've hired are subject matter experts who are happy to share their knowledge base with us.

"This gives us access to a far larger pool of knowledge to use in our best interests. It's great to be able to ramp up as we need to and have the responsiveness of Planit to provide great people who are quick at getting up to speed.

"Planit's testing capability, together with their people's strong interpersonal skills, enables them to raise the visibility of issues in ways that promote collaborative resolution between different teams. I'd like to specially mention Kay Anonuevo, whose contribution to the Website BAU project was outstanding.

"When we need to accelerate the delivery of projects, Planit people will do whatever it takes including working weekends to keep up with timelines for us.

"An example of Planit's contribution to improving both our internal and external customers experience is Dave Withers, who was hired as a tester to work on our VMS project. He grew a passion for the traffic camera installation and maintenance area, and frequently provides guidance to camera engineers on the best way to install and configure traffic cameras to meet the requirements of the project. So the tester became a camera guru too.

"Improving product quality is achieved by a lot of our testers from Planit. They have successfully re-engineered aspects to improve product quality as part of their testing findings. They're natural trouble shooters and quick to see what's needed.

"Planit demonstrates their commitment to continuous improvement by offering suggestions to add value. It's great to have people who think outside the box, and their input is valued and appreciated.

"Planit are very professional, and keen to understand the requirements and scope of work involved. They research and review the outcomes expected in order to deliver as agreed. They also interview my team on new or more completed projects to resource each task more appropriately.

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*Derek Allinson
Test Manager
Auckland Transport
Waitakere, Auckland*