Offshore Test Factory Assured 100% Test Coverage for a Leading Saudi Bank

SITUATION

The client faced challenges with application performance and customer experience management across a variety of business areas. They also struggled with finding skilled resources for their business needs

IMPACT

Due to lack of the right talent and testing solutions, the client was unable to complete their projects with zero defect leakage to production. Lack of timely testing cycles also hindered achievement of key business objectives

RESOLUTION

The client partnered with ITC Infotech to create an Offshore Test Factory (OTF) which is a dedicated testing competence center. This center comprises a pool of resources dedicated to providing end to end testing services to the client

The Client

The client is a leading bank based of Saudi Arabia. It has been rated as one of the best private banking provider within the region.

The Need

The client wanted to increase application performance and customer experience management to succeed in a competitive marketplace. The client was also looking for end-to-end testing solutions, including system integration and regression testing services, as well as skilled resources to ensure timely release of testing cycles.

The Solution

ITC Infotech created an Offshore Test Factory (OTF) - a dedicated testing competence center with a pool of resources that are dedicated to providing end to end testing services to the client. Services included manual and automation testing, as well as, System Integration Testing (SIT) for over 55 applications across Retail Banking, Corporate Banking, Investment Banking, Wealth Management, Payments etc.

ITC Infotech helped the client redesign the existing Automation Framework by shifting the focus to scalability, reusability and maintainability. Further, time taken to execute automated scripts had also been reduced considerably, leading to accelerated time to market, in addition to capturing defects

Industry best practices were implemented in the creation and maintenance of a detailed requirement traceability matrix. The solution also included defined KPIs that were measured and published every month, in order to ensure there were continual annual improvements.

Implemented solutions were validated across the impacted systems through a variety of testing methods:

- Smoke testing
- System Integration Testing
- Regression testing
- Test Automation
- User Acceptance Testing
- Arabic Language testing

The following technology and tools were used in implementing this solution for the client: IBM Rational Suite, Devices and App for channels and other supporting services (BanCS, ATM, POS, IVR, Mobile Banking, Online Banking, Loan, Treasury, Payroll, GL, Capital Market, Data Warehouse, Reporting, Test Automation tool - IBM Rational, and Simulator for external feeds.

Business Benefits

- Provided a KPI driven service to manage System Integration Testing (SIT)
- High quality services achieved – many projects were delivered with zero defect leakage to production
- Highly maintainable Test Automation framework deployed
- Created a scalable resourcing model with the ability to ramp-up/ down with a 2-3 weeks' notice
- Created a primary and secondary skill concept to enable a multi-skilled project team
- Test Automation Productivity went up to 10 TC per person day versus previous productivity of 2 TC per day
- Cost effective offshore support with assured 100% test coverage
- Optimization of speed, efficiency and quality while simultaneously generating an overall 40% reduction in efforts
- Reduced margin of error by over 18% in the testing scenario by going through pre-recorded instructions
- Test coverage increased from 95% to 99%, facilitating an improved method of validating business flows
- ROI (Return of Investment) is particularly high in long term projects

ITC Infotech's IT Solutions Practice For BFSI Industry

ITC Infotech has substantial experience and exposure in the BFSI industry and provides IT services and solutions to various financial institutions worldwide. With more than 50% of BFSI technical consultants certified in the Banking domain, ITC Infotech has a comprehensive client list including, Fortune 500 banking clients, lending companies, insurance companies, securities firms and trading houses across the globe.

Driven by a strong leadership team and a large pool of experienced technology consultants, the BFSI practice offers a wide range of IT services, differentiated through proven industry knowledge and robust delivery management. Powered with the domain expertise of consultants in the areas of retail banking, risk management, capital markets, equity trading and Insurance, we offer domain specific solutions catering to current and emerging business needs of BFSI customers.

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