



A complete Digital bank in UK with no branch presence and operates 100% virtually

**300+ TPS\* load from 30+ peripheral systems handled by digital banking system**

\*TPS – Transactions Per Second

ITC Infotech is a leading global technology services and solutions provider, led by Business and Technology Consulting. ITC Infotech provides business-friendly solutions to help clients succeed and be future-ready, by seamlessly bringing together digital expertise, strong industry specific alliances and deep domain expertise. The company provides technology solutions and services to enterprises across industries through a combination of traditional and newer business models, as a long-term sustainable partner.



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# ITC Infotech Solutions for a Leading Digital Bank on their Digital Transformation Journey



## CHALLENGE

- The bank embarked on the journey of digital transformation
- The Bank was apprehensive about the scalability & resilience of all the systems because of the digital transformation journey

## SOLUTION

- Established non-functional requirements for 30+ peripheral systems
- Conducted resource, state & network experiments covering all the systems using ITCI's robust chaos engineering framework
- Identified scalability configuration issues during resource & state experiments which could have impacted the end-user experience in production if there is a sudden increase in the number of requests or server instance failures
- Conducted component-level load testing covering all the critical APIs, web services
- Conducted Silo and holistic performance testing (load, stress and endurance) covering all the critical peripheral systems including Switchware, SWIFT, RTGS, EFTS
- Conducted future readiness performance testing covering the business growth for the next 5 years
- Created performance testing regression test pack and integrated with CI/CD pipeline

## RESULTS

- Highly scalable and resilient systems with no performance incidents post-go-live
- End to End response time SLA of less than 3 seconds was achieved for all the workflows
- New Core Banking system was able to handle 300+ TPS\* loads from 30+ peripheral systems
- Cost effective end-to-end performance solution with no Capex leveraging the tool vendor partnerships