

Performance and Chaos Engineering for the largest bank in KSA

BUSINESS

- Testing Partner to perform IV&V services for the Banks Digital transformation and migration programs
- Manage the performance & scalability of the Banks applications

SOLUTION

- Established non-functional requirements of 30+ peripheral systems of the Core Banking system
- 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 resource, state & network experiments covering all the systems using ITC Infotech's robust chaos engineering framework
- Created performance testing regression test pack and integrated with CI/CD pipeline

RESULTS

- Certified the scalability and resilience of all the systems involved using ITCI robust Chaos engineering framework
- End-to-end response time SLA of less than 3 seconds was achieved for all the workflows under a load of 1000 concurrent users
- New Core Banking system was able to handle 300+ TPS load from 30+ peripheral systems
- Critical APIs and web services responding in less than 200 milliseconds under peak load
- Cost-effective end-to-end performance solution with no Capex leveraging the tool vendor partnerships

GROUPS

Retail & Corporate Banking, Treasure, Digital Channels, Cards, Payments, IS20022

Kingdom of Saudi Arabia's largest bank partnered with ITC Infotech to deliver IV&V services for its digital transformation. ITC Infotech established non-functional requirements for 30+ peripheral systems and conducted end-to-end performance testing—including load, stress, and chaos engineering. A regression test pack was integrated into the CI/CD pipeline, ensuring continuous performance and scalability.

3 seconds End-to-End response time SLA achieved

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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