



Case Study

Global Clients: ABN Amro Bank |
Barclays | Capita | Citigroup | DBS
Bank | GE Consumer Finance |
HBOS | HDFC Bank | TransUnion |
True Credit | UOB Bank | Vodafone
| Wausau Financial Systems

Background

The client is one of the largest financial services organisations in the world. The European operations of the bank, as part of a broader technology convergence and relationship banking approach, decided to upgrade current applications, develop selected new modules, and integrate them with a uniform front-end. The uniform front-end is based on Siebel wherever customer relationship management is required. This multi-million dollar program has multiple products and a pan-European implementation. The programs must be totally EMU compliant. There is a critical Quality Assurance requirement for testing each product and its implementation. A significant level of automated testing is required as each country implementation is a marginal variation of the base implementation, and time-to-market is critical.

Requirement

A prudent approach was undertaken to do Quality Assurance testing as an independent testing assignment by a software vendor who is not connected with the development, yet proficient with the products. The selected vendor had to have extensive knowledge on testing and banking products. We had the required expertise in a variety of technologies to support this multi technology initiative and had already done extensive testing projects with the client.



The Solution

We formed a twelve member Quality Assurance team composed of technicians with expertise in a wide range of technologies. We augmented the knowledge of our team, given the complexity and diversity of this assignment. A Siebel product expert provided some members with in-house Siebel training, other members were trained in Test Director software for Defects management, and additional members were trained on mainframe application interfaces to help them ensure that integrated views are the same as the back-end operational systems.

Our team was guided by:

- A project manager for overall program management.
- A business analyst to impart and build domain knowledge, as well as ensure EMU compliance.
- A technology leader to guide the team on technical issues.

The team recommended performing a comprehensive end-to-end Functionality Integration Test (FIT) as a prelude to User Acceptance Testing. Application Stress/Load Tests conducted by another team will follow the FIT cycle. The cohesive phases of the FIT are:

- Analysis of the system and creation of the test strategy.
- Identification of all applicable business scenarios, applicable test plans, appropriate test cases and preparation of the test scripts for every identifiable condition.
- Maintaining a test plan schedule.
- Creating and running test scripts, recording defects and test results manually.

The first phase of the Quality Assurance implementation was for the call centre in Barcelona supporting the United Kingdom and Spain. This call centre needs an integrated view of customers; hence the first phase of testing was complex, involving multiple products and technologies.



Technology

Though it is a quality assurance services, the knowledge of technology was important. Siebel CRM, Win runner, Load Runner, Test Director, SQL, Visual Basic along with COM objects were few of the technologies whose knowledge were critical to testing success.

Result

The user group vetted the test strategy, plan and actions. After 5 rounds of User Acceptance testing followed by Production Assurance Testing (PAT), the testing phase was concluded and the application handed over for migration and implementation. More than 100 changes were recommended by the Quality Assurance team to improve the software from both technical and the business side. These changes when implemented would enhance productivity of the call centre and enhance response time significantly.

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