# Banking on test automation

Global bank embraces quality engineering for speed and agility



## It's all about speed and quality

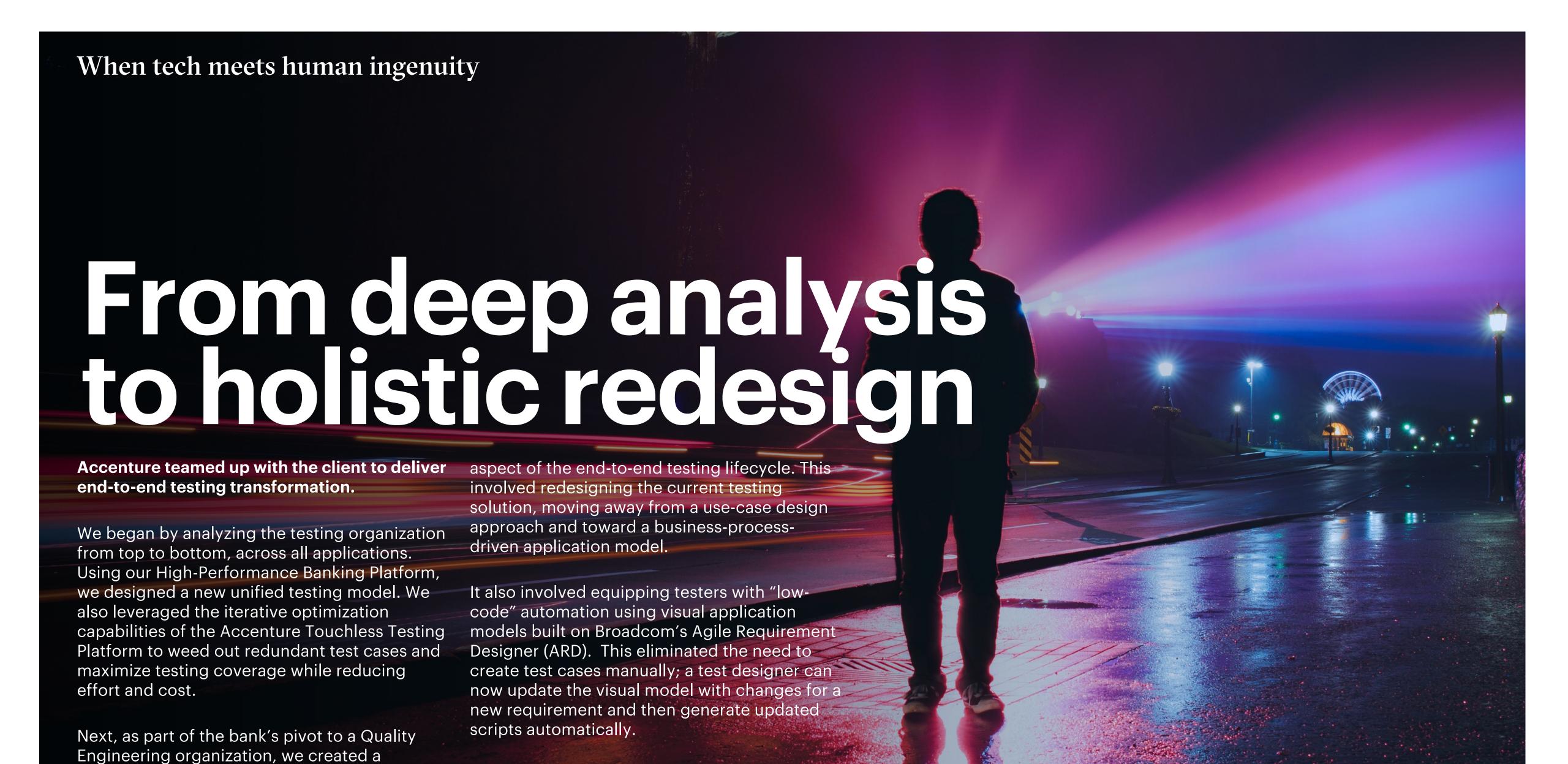
Modern enterprises see software as a source of competitive advantage, and they demand quality—at speed and at scale.

Enterprises must rethink how they build and test applications, moving away from reactive and issue-based conventional testing at the far end of the development cycle toward embedding quality throughout.

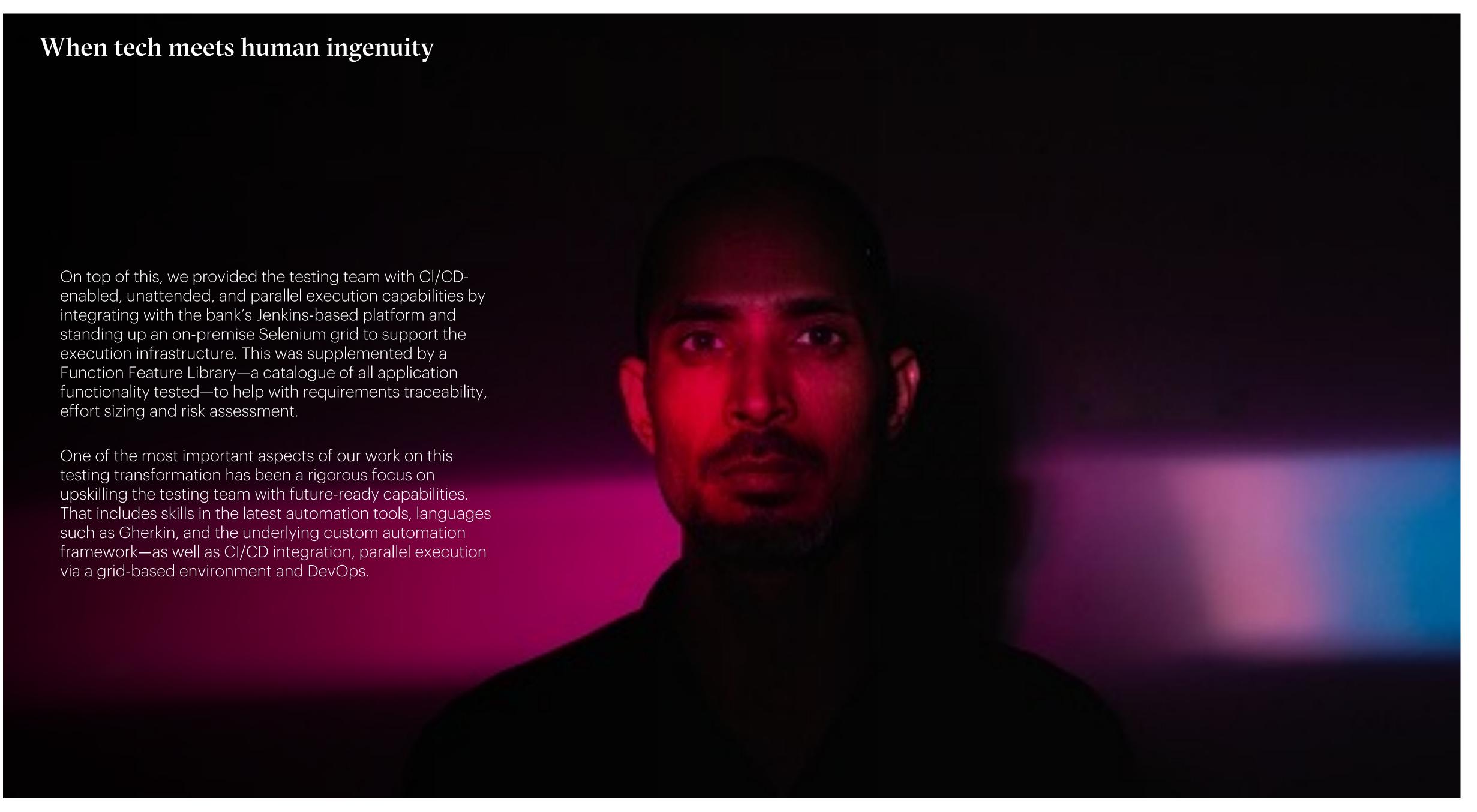
For one of the largest banking organizations worldwide, this meant embarking on a holistic quality engineering transformation.

Since 2016, the bank had made significant investments in enabling an Agile culture across application development. However, manual

testing was still impeding speed to market. What's more, two separate organizations managed different phases of the testing lifecycle, resulting in redundant testing that wasted time and money. The bank sought to create a unified testing function, consolidating its testing organizations with the goal of enhancing end-to-end test automation—and delivering high quality applications faster and more cost-effectively.



transformation roadmap to automate every





### Faster testing, faster speed to market

For the bank, the success of the transformation hinged on improving three critical indicators: time to market, extent of automation, and application quality. Our work together passed all three tests with room to spare:

- **Time to market:** The unified testing model helped the bank reduce its testing cycle by almost two-thirds—from 12 weeks to just 4.5. Moreover, fully automating the core banking mainframe systems reduced regression test execution time by 63%—and for Salesforce by 90%. That's enabled the bank to reduce overall time to market by more than 60%, enabling it to launch new products and services faster than ever.
- **Automation:** The new end-to-end testing solution has enabled 84% testing automation—exceeding the bank's target of 65%—with scope to go further still. The team also enabled automation in branch locations for the first time, cutting the number of resources and effort required to run tests onsite.
- **Quality:** Together, these initiatives have had a transformative impact on the quality of testing. Defect leakage has been reduced by a massive 75%—well in excess of the bank's target of 30%. In addition, half of the targeted productivity savings for the three-year engagement were achieved within the first year, allowing the bank to redeploy more than 50 people to support more value-adding demand from the business.

### A valuable difference

# Future-ready testing

We not only exceeded the bank's expectations on all three indicators during the first year of the program, but also helped cut the cost of testing by 31%, setting the stage for further improvements on the transformation journey.

Importantly, by upskilling manual testers in automation, CI/CD, DevOps and emerging technologies, we've positioned the testing team for future success as the bank's IT organization adopts modern quality engineering practices in pursuit of speed, quality and excellence.

What's more, with application testing now an integral part of the end-to-end software development process, the bank has the modern quality engineering processes it needs to keep delivering better applications faster than ever, empowering it to get products and services to market at the pace demanded by the digital economy.

