

The Challenge

The customer needed to test their online banking interface and internal customer management system. However, their processes had testing as the last step in the software development process. As a result, defects were handled on a reactive basis as opposed to being prevented. The customer relied on end users to conduct User Acceptance Tests prior to launch as opposed to Quality Assurance professionals.

The customer also acquired a new tool for test automation to replace a legacy tool that was no longer supported. There were no standards or guidelines in place to properly utilize the tool for test automation and the Bank realized they didn't have the proper resources, processes and procedures. They therefore sought to partner with Software Testing and QA professionals to improve their testing and automation environment.

The Solution

To ensure the maximum benefits would be derived from the implementation of Test Automation, the customer and Tescom agreed that Software Testing and QA Best Practices would need to be developed and implemented on an enterprise-wide basis. Tescom approached the implementation process by conducting a Software Quality Assurance Assessment including a gap analysis with best practices and industry benchmarks. At the conclusion of the assessment, Tescom provided specific recommendations based on prioritized risks and developed an enterprise wide SQA implementation plan.

A key objective of the assessment's findings was to reduce the number of test cycles thereby reducing costs and improving time to market, as well as improve product quality.

As the first stage of the implementation process, Tescom developed automation framework with enterprise standards and guidelines that were approved by the customer as the enterprise standard for any future test automation initiatives.

The Result

Tescom's test automation enterprise standard was proven through automating two of the customer's critical applications. For a CRM application, Tescom converted existing automation scripts from a legacy tool to the new automated tool and leveraged the validation and functionality covered as well as improving test automation assets maintainability. For an Online Banking application, Tescom replaced existing time-consuming manual regression tests with an automated regression test solution. In both initiatives Tescom introduced an improved automation approach from a basic "Record and Playback" automation method to a modular, maintainable test automation approach, including usage of: validation check points, data driven tests, reusable user defined functions, error handling and automated results reporting.

Tescom successfully completed the test automation for the two selected applications achieving reduction of Test execution duration by an average of 85% and improved product quality reliability and testing efficiency.

The Customer

The Customer is the largest locally-owned bank in the Washington DC region which prides itself in personal service, community commitment, and the convenience of the region's largest branch/ATM network.

With over 100 years of experience, this banking customer is an ever-expanding and growing industry leader.