



sqs.com

## CUSTOMER STORY – BANKING & FINANCIAL SERVICES

# Banking on Excellence

Significant reduction of Business Functional Testing efforts

### Background

A financial institution was looking to reduce the quality assurance demands placed on its internal teams and increase overall testing speed and effectiveness. In searching for a quality and testing partner, the organization took note of SQS – the world’s leading specialist in software quality – because of its proven track record in testing banking products.

### Solution

The relationship began with SQS overseeing two isolated business functional testing (BFT) assignments. “From the very start SQS took a different and more rigorous approach to the testing. They became students of our transaction flow and were determined to understand our products and users as well as we do,” said a senior manager responsible for BFT. “Because of that commitment to our business and the outstanding results their testing teams were achieving in test coverage, schedule adherence and defect prevention, we decided to expand SQS’ testing role.”

After just six months, SQS was asked to build a comprehensive BFT testing practice, which included a 10-member test team tasked with executing the following:

- Test automation
- Test repositories
- Risk-based testing
- Supporting business user testing

As the testing work grew, the SQS team also grew from 10 members to more than 60 test professionals who now handle an average 8 to 10 testing assignments simultaneously for this financial leader. Leveraging local and global SQS experts, the team is led by an on-site testing manager and test leads while supported by offshore business analysts, manual and technical QA teams, and test managers.

As the testing practice grew, SQS also identified additional ways to improve testing and QA effectiveness, which included adding test management and consulting, business analysis and post production support services. “We never take for granted the critical role and responsibilities we have as a testing partner. Our entire team is committed to the high quality standards and speed-to-market goals this financial institution has for its suite of innovative financial products. At every corner, our job is not just to ensure testing excellence and results, but to constantly advance our client’s testing capabilities and processes,” said NS Sreenivasan, Vice President at SQS.

## Benefits for the Customer

Since the launch of the BFT testing practice, the client has seen its internal BFT efforts fall by 80% and all SLA measures are either meeting or exceeding targets. For example, test coverage, scheduling adherence and prevention (defect leakage to production) have held at a constant 100% performance level. Test quality and defect acceptance have continuously exceeded their 90% goal, achieving an average 97% and 96% respectively.

In addition to SLA excellence, testing and quality assurance audits have demonstrated the value SQS has brought to the testing life cycle.

“A recent internal audit revealed a **substantial quality difference** in best practices of testing projects where SQS was involved. The audit team recommended **SQS practices be followed across the organization** and that’s the plan. That kind of far-reaching contribution is what we have come to expect from the SQS team.”

Senior manager responsible for BFT

## Contact

If you are interested in SQS’ service offering regarding testing and quality management, please do not hesitate to send us an e-mail: [info@sqs.com](mailto:info@sqs.com)