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CUSTOMER STORY – BANKING & FINANCIAL SERVICES

Raiffeisen Bausparkasse G.m.b.H (Vienna)

Transparency for management and development

Background

The Raiffeisen Bausparkasse in Vienna is the Raiffeisen Banking Group's specialist institution for housing finance and is the market leader among the four Austrian building societies.

It looks after about 1.8 million customers with the 300 employees it currently has of its own and through the 2,300 Raiffeisen Bank outlets as sales partners. The Raiffeisen Bausparkasse enables its customers to make applications online.

Challenge

At this financial service provider all operational business runs via an IT system that was developed in-house, where all the data for savings and finance agreements is stored. Expansions due to the addition of new financial products from the specialist departments mean that the IT applications have to be continuously enhanced.

Expansions on the point of sale side also always affect the underlying back-end systems, where the developers program the code for the bank applications. The Raiffeisen Bausparkasse of Vienna did not have full transparency of the various branches of the software or potential weak points in the code. This was because the developers were primarily responsible for their own fields, and accordingly heavily specialised. The aim, therefore, was to obtain greater transparency regarding the inner workings and quality of the software. In that way the company wanted to improve the quality of its system maintenance, speed it up and reduce costs.

In addition, binding rules were to be established for the coding so as to be able to assess the quality of source code development and the effects of changes according to measurable criteria.

Solution

The Raiffeisen Bausparkasse is placing its faith in Code Quality Management (CQM). It is charting and tidying up its software code with the aid of a software tool, the Bauhaus Suite from Axivion. When it came to designing and implementing the new approach, the responsible IT managers at the financial services company were assisted by consultants from SQS Software Quality Systems.

In detail, the steps taken by the Raiffeisen Bausparkasse and SQS were as follows:

- Design and implementation of an iterative, self-motivated control loop for the introduction of CQM
- Holding workshops to draw up and examine a set of CQM criteria
- Drafting of a proof of concept (feasibility study) with selected software tools
- Piloting, implementation and integration of the Bauhaus Suite from Axivion for CQM
- Automation of analysis with regularly recurring measurements and tests
- Customising of the measuring tool and adaptation of new releases
- Continuous definition, implementation and automation of additional measurement criteria

Benefits for the Customer

- Greater transparency of the software code for management and developers
- Establishment of a binding set of rules with verifiable coding conventions for software development
- Charting and optimisation of the entire software code, removal of problematic code patterns
- Consequences of code changes can be assessed more realistically by impact analyses, and at an earlier stage
- Automated test processes and regular reporting and evaluation
- Faster and simpler troubleshooting at the back-end
- Safeguarding the quality of POS applications
- Flexible use of IT experts since the software code no longer has particular features specific to individual employees
- Many parts of the software code now run in just a few essential programmes instead of in all of them. This reduces the time needed for testing and compilation
- Tracking down performance-related points consumes 30 per cent less resources than before
- Production problems can be rectified quickly and selectively with the aid of the CQM metrics
- Higher overall performance of software engineering

Contact

If you are interested in SQS' service offering regarding testing and quality management for the Banking & Financial Services industry, please do not hesitate to send us an e-mail: info@sgs.com