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## CUSTOMER STORY – BANKING & FINANCIAL SERVICES

# SAP® right on schedule

Major international bank introduces SAP® banking system: error-free, on time and on budget

### Background

Many banking systems date from the 1980s and 1990s, are mainframe-based – and now carry exorbitant maintenance costs. This was exactly the situation facing a major international bank and long-standing SQS client. As it also wanted to prepare for mergers and increasingly to develop software by production-line methods, the bank decided to base its customer business on a whole new infrastructure. The result was a roadmap which paved the way for the complete migration of all business systems within five years, based on banking solutions from SAP®. The major advantage of this option is that SAP® is contracted to provide regular systems maintenance based on a regular maintenance contract. The first stage of this major project involved restructuring the retail banking system.

### Challenge

Switching the entire retail banking system over to SAP® was a mammoth task. It required a significant investment running into the billions. The initial challenge of the project lay in its sheer scale. Due to the new systems, it was also necessary for the business to be closely involved in the entire process. This in turn led to initially very volatile requirements and hence very high risks. Due to the complex nature of the systems, individual errors generally resulted in a whole range of consequential errors, which cause high repair costs if they are not quickly detected and rectified. At the same time, the project aimed to achieve zero error tolerance. Ultimately, failures cannot be tolerated when handling clients' financial investments.

## Solution

It was clear to the bank's management and project owners that such a mammoth SAP® project could not be achieved without consistent and comprehensive quality assurance (QA). The bank selected SQS Software Quality Systems as its QA partner. SQS business consultants and software testers already had major expertise in the field of SAP® testing and detailed knowledge of the client's business processes, having begun work at the bank in 1991.

As well as pure software testing and management, SQS was also responsible for large parts of quality governance and quality management: from the outset, business consultants assisted in planning by the business groups and management, in order to review the bank's concepts and requirements at an early stage from a quality viewpoint.

The testing strategy was based on four main principles:

1. Error prevention rather than error rectification: "Early Error Detection" was applied from the system design stage (analysis phase), to obtain reliable test cases early in the process. From the very outset, this provided system designers with feedback from a quality assurance perspective, which enabled them to produce a resilient and durable system.
2. Scalable testing methods: SQS did not adopt a "one size fits all" approach, opting instead to test and document the individual factors on the ground. The testing procedure was adapted accordingly by the quality specialists.
3. Comprehensive test automation: Thousands of test cases from approximately 80 different user groups (roles) at the bank cannot be tested comprehensively using manual methods. SQS significantly reduced the number of test cases through systematic risk management. However, this still left thousands of test sequences. SQS automated as many of these as possible and at the earliest possible stage.
4. Flexible use of resources: SQS used its comprehensive operational resources, including its nearshore test centres in Görlitz and Cairo. Having additional SQS testers on site enabled the bank to cope flexibly with the extreme peak loads that occur with a testing project on this scale.

Last but not least, SQS conducted comprehensive and intensive load and performance tests on the SAP® systems. The project managers agreed in advance that this would greatly improve their operation. SQS actually increased system performance many times over – from the first performance check to release.

## Benefits for the Customer

- The new SAP® retail system went into operation on the scheduled date and with virtually no errors.
- The first tranche of this large-scale project was within budget.
- Short test cycles and increased test coverage improve the overall efficiency of testing.
- Business departments have to invest fewer resources for testing support.
- The costly and lengthy shutdown of the legacy systems was a smooth process.
- Clear documentation of test cases makes system maintenance significantly quicker, more cost-effective and higher quality than ever before.

## 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@sqs.com](mailto:info@sqs.com)