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CUSTOMER STORY – BANKING & FINANCIAL SERVICES

Volkswagen Financial Services AG

Vehicle financing without the hassle

Background

Volkswagen Financial Services AG is a wholly owned subsidiary of Volkswagen AG and has its head office in Braunschweig. It is responsible for coordinating the global financial services activities of the Volkswagen group. Volkswagen Financial Services AG is Europe's largest automotive financial services provider. Its latest balance sheet total amounted to EUR 87.6 billion (mid-2013). The company currently employs around 8,500 people worldwide, just over half of whom are based in Germany.

With its range of products and services, Volkswagen Financial Services makes an important contribution to generating and securing sales for the parent group and reinforces customer loyalty to the group's brands – by financing car purchases, for example.

Challenge

Volkswagen provides car dealers with computer programs which enable buyers to design the Golf, Touran or Passat of their choice. Volkswagen Financial Services also provides applications which make it possible to arrange finance for car buyers at the dealership. Until recently, however, this interaction was not always without its problems. The digital workflow was sometimes interrupted and dealers still had to print and send documents to Volkswagen Financial Services by post. Mainly at the instigation of the dealers, the financial services provider wanted to close these gaps, by means of the “Digital Dealership” project. The project aimed to create a user-friendly process that would extend from the dealership to the back-end systems at Volkswagen Financial Services.

The greatest challenge created by this project was its complexity, due to the number of interfaces with the many connected systems, which resulted in overlapping functions that extended far beyond the core system. It was also necessary to develop a procedure that would guarantee the necessary quality of the application functions, while minimising system development costs.

Solution

Volkswagen Financial Services decided to introduce a standard procedure for requirements definition. The company chose specialists from SQS Software Quality Systems to be its partners who would take care of software quality assurance.

They used an existing in-house modelling tool, Enterprise Architect, as a basis for the uniform documentation of requirements. They used this tool to define general objectives, such as round-the-clock system operation, as well as detailed technical requirements. The tool also models interrelationships between the individual requirements and maps them to the business processes.

As before, the tool provides developers and other project participants with requirements documents in the most widely-used formats - Word and HTML. So that the necessary software tests can be conducted at regular intervals, the tool also provides a basis for extensive automation, which can be used to generate test cases that are automatically transferred to specialist testing tools such as HP Quality Center.

Benefits for the customer

- High quality applications thanks to broad test coverage
- Fully computerised and user-friendly dealer application for vehicle finance
- Automation means significantly shorter testing times and removes the need for costly manual tests
- Initial investments pay for themselves in the medium and long term, as a standard procedure is available for repeat tests
- The impact of changes to individual functions on other system components can be traced at the touch of a button
- The automatically generated and standardised test cases are easy to import and use in testing tools
- Detailed error reports produced by the tests create transparency and make it easier for developers to fix problems

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