CUSTOMER STORY – BANKING & FINANCIAL SERVICES

WiZink

Successful long-term partnership ensuring the quality of business product applications

Background

WiZink, previously known as Bancopopular-e, is the leading bank in Spain specialising in credit and savings solutions, with a very large footprint in the Credit Cards portfolio. In addition, its products are also marketed and managed for Spain & Portugal and it has agreements with major Spanish companies' co-branded cards. WiZink manages €1800M in customer credit card balances and over €2300M in deposit products.

Opportunities

The technological platform on which WiZink supports its business and the relationship with its customers are among the most relevant aspects of its new programme and projects.

WiZink asked for additional support from an independent specialist delivering software testing services covering programmes, new projects and BAU, ensuring flawless performance of business application products.

Solution

SQS proposed a solution to meet WiZink's needs, warranting a three-year contract to deliver software testing services, which includes functional system testing for business product applications within the two main areas, FD systems and non-FD systems. The solution offers different service types – regular service and on-demand service.

SQS has been supporting WiZink's various testing requirements since 2015, successfully delivering testing services to enable smooth and seamless go-live of critical systems:

- **Cardiff implementation:** test strategy, test planning (preparation of testware for FV & assistance in E2E scenario preparation), functional test execution, user acceptance test execution and support, progress tracking, reporting and closure, go-live support, test support to CACS, OLB, Experian PWC, Depositos

- **Functional testing for DWH**

- **BAU - release testing and production support:** multi-client release testing, change request test execution, production incident testing, regression test execution, support to other non-FD systems as requested

Functional scope

The functional scope of SQS' engagement consists of all the "business product applications" which in turn are further split into:

- **Core applications:** product or service processes that are fundamental elements to serve the external customer or make business decisions.

- **Non-core applications:** those applications facilitating integration among the core ones, or which can be considered peripheral from a purely business process perspective.

SQS is able to handle regression testing, change requests, projects, programmes and UAT support for business product applications which include critical applications:

- First Vision
- Data Warehouse
- CRM
- Call center
- Payment HUB
- Power Curve Origination
- Online Banking
- CACS
- Regulatory reporting

The following products, schemes & card technology were considered in the testing scope for the proposed option:

- Line of Business – Issuing
- Products – Credit Cards
- Schemes – VISA, RedSys
- Card Technology – EMV & Contactless

Value-added services

- Additional portfolio testing has been considered along with existing BAU testing

- Test cases for core functionalities were run in multiple iterations to ensure confidence in and stability of the system

- Production exceptions were validated and business issues highlighted

Benefits for the Customer

- Root cause evaluations (RCEs) on new solutions were validated and suggestions were passed to the business before sign-off

- Requirements were met with near-zero defect leakage and the test schedule was adhered to

- Automated solutions to certain existing, manual workarounds were suggested until a permanent solution can be offered by the service provider

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SQS has shown to be a reliable Partner who we trust to support us through our future business change. Together we have built a solid foundation for a win-win alliance that allows us both to grow and consolidate our companies in the market. A highlight was their involvement in two migrations, Cardiff and Ruby, with more than 30,000 test cases, showcasing the scalability of the SQS approach and advantages of the offshoring model.

Wizink expects to further grow their relationship with SQS in Spain, in order to utilize efficiencies, benefitting from synergies and expanding knowledge across the financial sector and other business areas."

Ricardo Gómez, COO at Wizink

Contact

If you are interested in SQS' testing and quality management service offerings, do not hesitate to send an e-mail to info@sqs.com or visit sqs.com

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