



Building a Testing Center of Excellence for a US-Based Financial Services Group

Client

The Client is a Georgia-based financial services company with approximately \$45 billion in assets. They provide commercial and retail banking, investment, and mortgage services through 300 branches in Georgia, Alabama, South Carolina, North Carolina, Florida, and Tennessee. They are recognized as one of the USA's most reputable banks.

Challenges

The Client wanted to move functional, regression, and automated testing from the development and business teams into a centralized testing team. Given the sheer number of applications in scope, they needed support in establishing a robust Test Center of Excellence (TCoE) that would help in reducing the testing effort, increase coverage and reduce cycle time.

In addition to setting up a TCoE, the client also wanted to improve the quality of code to ensure that their end-users enjoy a seamless experience. They were also in the process of evaluating multiple automation frameworks and tools to bring in efficiency and boost code quality.

Solution

Opteamix initiated the engagement through a discovery and analysis phase. This was designed to understand the client's expectation and deliver a high-level strategy for establishing a TCoE by leveraging Opteamix's proven global delivery model.

As a part of the execution phase, Opteamix deployed a team of experienced testing experts to automate the existing 3,000 manual cases that were being used by the client. The team leveraged Opteamix's Behavior Driven Test Automation framework for web browser automation and TestNG/POM framework for Mobile App testing. As part of the strategy, Opteamix also helped the client implement mobile test automation leveraging Appium. The TCoE also built and managed their AWS Device Farm under a managed services model.

As part of the Mobile test automation, Opteamix developed test scripts for both iOS and Android platforms designed to be used on the cloud testing platform 'AWS Device Farm'. Additionally, a separate team was also deployed to execute performance testing using LoadRunner, Performance Center and BlazeMeter. We also deployed a team of ETL testers to ensure the sanctity of data in their enterprise data warehouse. The TCoE model composed of a pool of automation, functional, performance and ETL testers, apart from test leads and QA managers.

Value Delivered



Opteamix helped the client implement a scalable Testing Center of Excellence (TCoE) that was fully operational within 3 months. It enabled the client to achieve their stated objective of building an independent TCoE that managed their internal applications of reducing the testing effort, increasing coverage and reducing cycle time. In addition to this, the client reaped the following benefits -

- ▶ The Client was able to achieve significant cost savings to the tune of 75% by leveraging a combination of global delivery and ready to use test automation frameworks.
- ▶ The TCoE provided a centralized but flexible pool of resources who could work on multiple applications.
- ▶ The testing cycle came down from 5 people who took 16 person-days to complete the testing cycle to 3 people who took 6 hours to execute the tests.
- ▶ The TCoE helped shorten project timelines, resulting in fewer delays, faster deployment and increased application efficiency.
- ▶ The new processes and best practices implemented helped foster a culture of quality awareness.

About Opteamix

Opteamix is a digital automation technology consulting firm with deep expertise in Application Development, Robotic Process Automation, Artificial Intelligence, DevOps, Enterprise Mobility, and Test Automation Services. We are headquartered in Denver, Colorado with a wholly-owned delivery center in Bangalore, India.