

# STANDING THE TEST OF TIME-TO-MARKET

Wipro enabled higher efficiency in retail banking business for one of the largest South African banks.



## INDUSTRY LANDSCAPE

Increasing competition and fast-evolving customer needs have resulted in banks and financial institutions seeking technology support to upgrade existing products and services and launch new ones. These new launches need to be done with in the shortest possible time for the banks to stay ahead of competition. Testing of products thus assumes a high level of criticality, as it cuts the risk of application failure and provides for a better customer experience.

## CLIENT BACKGROUND

The client is one of the 'Big Four' South African banks with a global presence, operating across 38 countries, 20 of which are outside the sub-continent. The bank functions in key financial centers across Europe, the Americas and Asia.

## THE OPPORTUNITY

The customer sought to bring in greater efficiencies into its testing function by enhancing automation and slashing the cycle time. Besides systems integration testing, the customer also sought support for a dedicated test environment that would lead to improved productivity, greater efficiencies and a streamlined test process. Some of the major challenges included:

- Shortage of leading edge IT skills on client location
- Lack of standardized processes across the enterprise, impairing the testing efficiencies
- Inadequate test governance as a result of multiple vendors providing testing services
- Lack of measurability of test effectiveness at an aggregate level
- Limited automation of tools leading to prolonged test cycles

Wipro was presented with the opportunity of creating a system integration testing environment for the customer's retail banking portfolio. The engagement involved dedicated testing support that would lead to productivity improvements, better efficiencies and a streamlined testing process.

“We have an excellent relationship with Wipro and they have truly partnered with us to deliver quality testing and support services to our business areas. Wipro's quality focus has resulted in an increase in the quality of testing, contributed to the stability of our production systems and enhanced the focus on quality in the upstream areas of our SDLC as well”.

‘CIO - Global Personal & Business Banking and Group IT’

## SOLUTION

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Wipro partnered with the client to provide comprehensive testing & support services. Wipro planned a multi-phase transition for the client, covering six portfolios in the personal & business Banking (PBB) division comprising around 140 applications. Wipro used a Core-Flex model with quarterly forecasts for sizing the team to manage peaks and troughs in demand, thus optimizing capacity and reducing costs.

## BUSINESS IMPACT

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Wipro's testing and support services transformed the client's retail banking portfolio, with a positive impact across various business functions. Other benefits include:

- Improved the time-to-market by providing better testing quality that shortened cycle time
- Reduced the client's testing team size resulting in 19% productivity improvement
- Improved production quality and reduced the chances of failure arising from poor testing quality
- Significantly improved the maturity of business processes, quality orientation and process capabilities
- Provided robust MIS reporting - greater transparency in upstream / downstream status reporting
- Improved requirement traceability, test prioritization, defect logging and tracking as a result of quality center (QC) dashboard integration
- Created reusable assets through automation to aid future regression needs

- Mitigated capacity fluctuations through productivity enablers and initiatives such as cross-skilling, deep skilling, knowledge capture, trainings, etc., to help reduce the impact of upstream efficiency issues

## ENGAGEMENT HIGHLIGHTS

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- A well planned multi-phase transition covering six portfolios in the Personal & Business Banking (PBB) division comprising around 140 applications
- Implementing a scalable demand management process to accommodate varying testing capacity requirements
- Detailing and standardization of processes related to testing and alignment with the existing end-to-end SDLC process in the bank
- Integrating the upstream and downstream processes with a high degree of process compliance across various portfolios
- Creating a quality gate driven test lifecycle: consistent entry / exit criteria articulation for testing and compliance across all phases in most projects
- Optimizing test case execution based on prioritization and standardized Work Breakdown Structure estimation method for testing
- Bringing in direct cost reductions and shorter time-to-market through use of Wipro's tools like orthogonal array and dependency structure matrix
- Developing several additional tools to increase testing & support efficiencies
- Setting up of a performance testing framework and process

## Wipro Banking and Financial Services

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Wipro's Banking Practice has partnered with over 50 of the world's leading banks including 4 of the top 5 banks worldwide as well as leading banks in the Asia Pacific. Our expertise across retail banking, enterprise banking, investment banking, regulatory risk and compliance, mobile banking, channels, payments, lending & mortgages and wealth management address transformational changes for our customers. Our solutions on cloud, mobile, social computing and analytics enable our customers to build a bankable future.

For more information, please visit [www.wipro.com](http://www.wipro.com) or mail [info@wipro.com](mailto:info@wipro.com)

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