testhouse

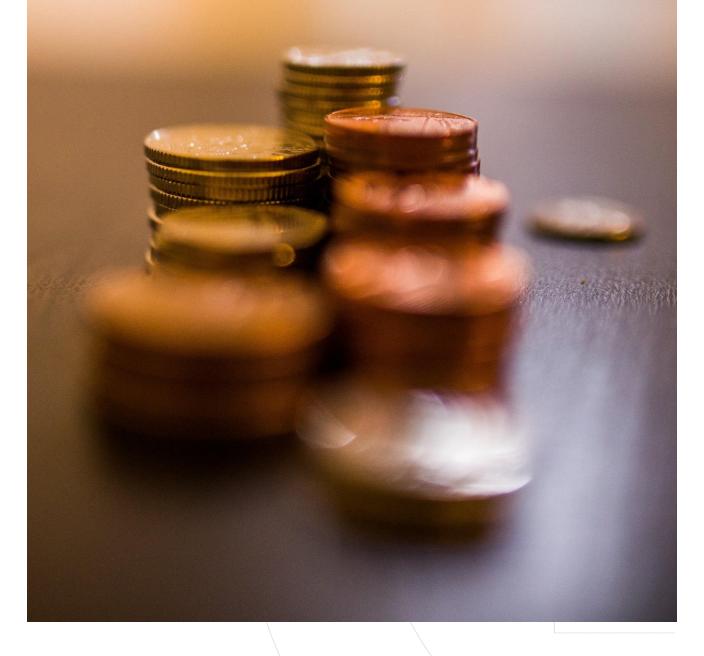# Test Process Optimisation Helps Prominent Middle East Bank Improve Release Quality, Experience Lesser Rework, Improve Time to Market and Significantly Reduce Costs

A Case Study

Case Study: Test Process Optimisation at ME Bank

Background

Our client is a leading Islamic Bank in the UAE, which started its commercial operations in 1998. With a mission to provide Islamic Financial Solutions for the global community, all its contracts, operations and transactions are carried out in accordance with Islamic Shari'a principles. The many awards won in recent years include 'The best Islamic Bank' in the Middle East; 'Most improved bank' in service excellence, Best 'customer Service team' award, amongst others.

Over the years, our client has conducted extensive research to identify improvement opportunities, and has also grown considerably, both in terms of business performance and industry recognition. A leader in providing innovative solutions to its customers, our client is constantly offering new and improved solutions, that leverage the power of technology. To align the processes and methodologies with current best industry practices, our client wanted to implement a testing framework that suits their environment, and to create a Testing Centre of Excellence, within the bank.

Challenges

With an aggressive goal towards rapid improvement, Testhouse was engaged to review the level of quality in the project and testing work. The focus was primarily on the testing functions, but the requirement eventually covered most project related areas, to assess any shortcomings that could be improved. The requirement was to prepare appropriates guidelines and procedures, and help the client to institutionalise the same through a series of training sessions for the staff. The time frame allotted for the entire exercise was one month. The areas for inspection and improvement included

- Testing Standards
- Test Documentation

- Change Control Process
- Release Control Process
- Environment Management
- Configuration Management
- Scope Management
- Integration Management
- Communication Management
- Resource Management
- Code Management Guidelines
- Security Guidelines
- Traceability Management
- Documentation Management
- Metric Management
- Governing Standards for Quality Management

Solution

It was very apparent through preliminary engagements, that our client required a well-defined and shared approach to various aspects of software development and Testing. Testhouse first studied existing practices, through a series of interviews and a thorough inspection of existing documentation. Having gained a clear understanding of the current practices, the desired aspirations of the client and the existing gaps, our consultants chalked out a road map for developing, sharing, and institutionalizing new guidelines and processes.

A set of best practices guidelines, document templates, document completion guides and checklists were prepared, to establish an environment that conforms to the overall Quality Management System requirements.

At various milestone intervals, all relevant stakeholders were imparted training, through interactive sessions. Our consultants were also available at arm's length to hand hold the practitioners during the various stages of implementation of the newly designed processes.

Results

- Our client established a comprehensive process framework within the organization, incorporating industry best practices.

- The engagement dynamics of the QC & Test Teams in projects improved drastically. Project Quality gates were established, with useful test metric and management reports.

- Buy-in from all key stakeholders through the training sessions and intensive support.

- The engagement completed as scheduled, through firm adherence to project plan.

- Through improved Quality Assurance and better release quality, our client experienced lesser rework, improved time to market and significantly reduced costs.

Contact Us if you would like to know more about our Quality Assurance and Testing Solutions in the Banking, Financial Services & Insurance sector.

testhouse

Testhouse is a thought and market leader in Software Quality Management, Application Lifecycle Management (ALM) and DevOps, providing on-site, on-shore and off-shore test services, either on-demand or outsourced, including consulting, software testing solutions and training globally, focussing on traditional IT, mobile, cloud and internet of things platforms. The expertise of Testhouse's 200 staff across four continents, our innovations, and strong global partners ecosystem, which includes Microsoft, IBM, and HP, provides the knowledge and solutions to fill the largest gap in the testing industry identified by business leaders: how to accelerate software delivery at optimal quality in the most cost-effective way to meet their business priorities and their clients' needs.

Middle East	United Kingdom (HQ)	United States	India
1403-27, City Tower 2	8 Lanark Square,	10100 Santa Monica Blvd	II Floor, Nila Building
Sheikh Zayed Road	Docklands	Suite 300	Technopark Campus
Dubai, UAE	London E14 9RE	90067, Los Angeles, CA	Thiruvananthapuram
+971 50 354 9541	+44 20 8555 557	+1 630 917 1053	+91 471 270 0117