

# Driving Assurance for Global Customer Experience Transformation

Global Tier-1 Bank



## Zero

Defects with on-time launch of new core banking platform

- UAT for core banking
- Phase-wise testing approach for multi-country application roll-out

## Challenge

- Large-scale core banking transformation engagement across the operating geographies – EMEA, APAC and Americas
- Provide unified customer experience across the operating geographies
- Drive cost efficiencies and accelerate growth using new core banking platform
- Adopt best practices for full-cycle core banking testing

## Solution

- A phased wise holistic approach was proposed for multi-country implementation
- 3 prolonged strategy was used
  - The central included execution of regression testing on all of the business critical functions, testing critical business processes by developing end-to-end business scripts and identifying and testing all country-specific exceptions
  - A federated approach consisting of 3 layers with 70% of the testing done centrally (Hub) and 30% by specific regions, based on country specific functions
  - Roll-out in multiple waves to achieve cost efficiency and speed up entire project
- A easy-to-use dashboard was built for providing real time insight into daily execution status and defect management
- Change management strategy was executed using country-by-country roadshows, simulation sessions, live meetings were organized

## Results

- Successful blue-print creation of test management execution for core banking transformation from phase 1
- Successful roll-out of client's core banking expansion program
- On-time and on-budget go-live of new core banking application with zero defects