MAVERIC

Multi-country KYC transformation program for 1.5M customer records

Among the Top 50 World's biggest banks

ENGANGEMENT HIGHLIGHTS

9 Countries go live with a new KYC solution

1.5 million customer records tested across 3 business lines

50,000+ KYC rules validated and assured thoroughly

85% automation in regression cycles

CHALLENGE

▶ Transformational KYC program was initiated for replacing existing customer risk profiling platform with Actimize

▶ Needed a trusted partner who could bring thorough functional testing expertise and the right approach

▶ Highly complex banking interface model and its overall architecture

▶ Limited capacity at the clients end to support the test assurance program, for rolling out the new application across 9 countries.

ACCELERATE NEXT

SOLUTION

- Phase wise scalable strategy was laid for the below set of countries
  - Phase 1 – Singapore, UAE, Hong-kong, India, Malaysia
  - Phase 2 – Nigeria, Zimbabwe, Pakistan and Bangladesh
- KYC rules for each country were analysed in-depth for reflecting the right testing strategy
- A mix of early engineering proficiency and a traditional testing method was used
  - Single instance global requirements build was catered by Agile model
  - E2E country specific build was served through waterfall method
- Comprehensive stages of UAT, Regression, Dress Rehearsals (DRH) and Business Validation testing were conducted for continuous quality
- Pre-built selenium scripts were provisioned for faster time to market
  - For data sync validation between core systems
  - For regression suite creation and execution

RESULTS

- Successful Go-Live of new risk profiling platform across 9 countries with zero functional defects
- 50K+ KYC rules were assured thoroughly for 1.5m customer records
- Higher standards of QA practices were set, by meeting complex and challenging multi-country delivery plans.
  - Supported Business Users while performing test execution during DRH and Go-Live UVT events
- Fully compliant with bank's Internal Audit requirements

Accelerate your business through continuous quality focus across the transformation journey, with QE solutions that are engineered for speed, and the ability to be delivered at scale.

ABOUT MAVERIC'S QE SERVICES

Maveric Systems are a world-class leader in QE services for the banking domain. For over two decades now, Maveric has partnered on 60+ major banking transformations. Our core promise of continuous quality is brought alive via Digital-age QE solutions, and cutting-edge test approach that is engineered for speed and geared to bring QE at scale. We foster a culture of "95% QE automation", through our tools, accelerators and matured frameworks, which are engineered with cognitive computing and predictive analytics for intelligent automation. To learn more about our QE business,

Please visit https://maveric-systems.com/services/quality-engineering/quality-engineering-services

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