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Case Study



Performance Testing Framework for Leading Online Money Transfer Services Company

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The Client

When an American Fortune 500 online money transfer player needed large scale performance and complex SOA services testing solutions, they turned to Infinite Computer Solution's proven expertise in the Banking and Finance domain.

The Challenge

When it came to ongoing system upgrades, the client team did not have a robust release environment. Due to inadequate testing, there were a huge number of defects moving into production environment, impacting the client's business objectives. The pre-production staging environment did not have the capability to allow testing with real time load scenarios.

Problem or Opportunity

- o The client needed to create a robust staging environment with a quick on-boarding of a team of 70 QA members with a blend of offshore and onshore within a short time period of 8 weeks. This included a Knowledge Transfer and Shadow Phase within 6 weeks without any disruption of the existing business.
- o There needed to be optimization and consolidation of services with increased productivity and knowledge within 6 months after steady state was achieved.
- o The team needed to perform end-to-end UI, Web Services, Governance, Security, Orchestration and Performance testing seamlessly with 30% of all the QA tasks being automated within

a year of service.

- o There were no available benchmarks that the performance testing could be measured against.
- o There were multiple systems to test with very minimal documentation, owing to the involvement of multiple vendors. The client teams were working from 6 different locations and in different time zones, making coordination a tough task.

Solution

- o Drawing on the deep domain expertise in the Banking and Finance area, the Infinite Team drew on best practices in software testing to deliver a solution that delivered sustained business value while ensuring critical functions remained unaffected.
- o Using QTP & Parasoft SOAtest, Infinite created an automated suite of test scripts that provided a base for repeatable and improvable testing practices. The team created and maintained highly re-usable and easily maintainable automation test scripts for each release.
- o A risk-based testing approach was adopted for regression which covered all business critical requirements.
- o The resources were trained across multiple modules, improving team staff utilization and productivity. This was further enhanced by the introduction of automation using tools and frameworks.
- o The team also proactively worked with the client to come up with a set of benchmarks that helped the team measure and constantly improve results delivered by its testing services.

Outcome

- o The suite of testing services brought down effort by 45% within a year of operations. This was achieved by automating 85% of all business scenarios.
- o The testing processes were standardized and the metrics are reused across projects to monitor the health of the program.
- o Risk based/TMAP testing strategy can be adopted for any future projects

Technology Overview

- o Performance Testing using Load Runner
- o SOA testing using SOAP UI
- o Test Management tool HP/ALM
- o Database testing using Db2

“The team is very responsive, hardworking, has a positive attitude, has in-depth knowledge of the product, committed to deliver quality work and proved to be reliable”

Vice President - Technical

Leading US Telecom Service Provider.

About Infinite

Infinite Computer Solutions is a global service provider of Application Management, Infrastructure Management, Product Engineering and Mobility and Messaging Products and Solutions, with focus on Telecom, Energy & Utilities, Media & Content, Healthcare and Banking & Finance industries. Our strength stems from the alignment with client business objectives, even as we engage with clients across multiple engagement models to align better with your business needs. With a global headcount of around 5000 professionals and offices spread across India, US, UK, China, Malaysia, Singapore and Hong Kong which includes delivery centers in the US at Maryland, Illinois and Tennessee and in India at Bangalore, Delhi, Hyderabad and Chennai, key resources are always there when our customers need them.

Established in 1999, Infinite today is a publicly listed entity headquartered in Bangalore, India, with an expanse across three continents, a diverse employee base and over 50 premier clients, including several leading Fortune 100 companies. The journey so far has been as remarkable as it has been definitive. Our mission is to maximize customer delight through high quality solutions and services, while fostering a proud and efficient workforce. We not only develop technology-enabled solutions to solve our clients' toughest challenges but also bring smart innovation through series of quality enhancements, process improvements and a pragmatic approach towards clients' business challenges.

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