

Test automation: cuts costs and creates efficiency for one of Canada's major Credit Unions

With 12 branches in communities from Burnaby and downtown Vancouver to Whistler, Squamish and Pemberton, North Shore Credit Union (www.nscu.com) provides expert advice on banking, loans, investments and insurance. North Shore Credit Union has \$2.0 billion in assets under administration, nearly 300 employees and 40,000 members. Its subsidiaries include United Mortgage Group, North Shore Capital Corporation, North Shore Leasing Ltd., Pacific Spirit Properties Ltd., and NORCU Insurance Services Ltd. NSCU is designated a Caring Company by the Canadian Centre for Philanthropy and is a proud member of Canada's IMAGINE program. The Credit Union has also been honoured numerous times as one of the most technologically innovative financial institutions in North America.

Business Challenge:

NSCU selected TEMENOS T24™ in order to increase product innovation, improve customer service and better integrate its multi-application environment.

As with all organizations, implementation of a core solution within the application infrastructure creates many challenges. From the outset, NSCU realized the need to ensure that Quality Assurance processes and procedures were at their most effective.

They also desired full testing to be available prior to implementation and full regression testing post implementation.

Issues faced:

The Quality Assurance process was managed manually and did not benefit from any supporting tools. It was obvious that, for a project of this size, a solution that offered support to the process and test automation was going to be necessary.

Solution Outline:

- Validata SAS was purchased to form the basis of the Quality Assurance effort for the TEMENOS T24™ implementation
- Validata provided training and initial consultancy for internal staff to build test automation
- Validata was engaged to deliver an automated regression test pack for TEMENOS T24™ R9

Approach

In summary, the following approach was taken:

- Validata SAS installed and communication effected with TEMENOS T24™ R8 environment
- Initial training and Quick Start consultancy undertaken
- Project decision taken to switch to R9
- Validata SAS certified for R9
- Validata resources employed to deliver R9 regression test pack

Benefits realized:

- Validata SAS workflows and integration with TEMENOS T24™ allow for test automation to be delivered
- Regression test pack with over 750 test cases and 2,000 executable test steps delivered in 5 weeks
- NSCU was able to fix costs for regression test pack delivery; with Validata able to offer work on fixed price basis because of test case accelerators already available within its library

Client Comment:

Fred Cook, NSCU's CIO, says, "When we chose Validata SAS, we knew we had a solution that would help us effectively manage quality with the TEMENOS T24™ implementation. Together we've developed a regression test pack with over 750 reusable, automated test cases. These have been invaluable during implementation and will continue as we move forward with TEMENOS T24™".