



Softtek[®]

CASE STUDY | BANKING & FINANCIAL SERVICES

Continuous testing and governance model revamps time to market & system reliability for leading global bank

softtek.com





About the customer

Global leader in banking, credit cards, and wealth management. Subsidiary to top 5 US bank.



~25M customers



~27K point of contact



~9K ATMs





Business challenges

Our client was suffering from service interruptions and delayed time-to-market caused by a lack of automation and standardization in their QA practices.

1

Ensure Business Continuity by eliminating defects and avoiding negative business impacts.

2

Improve time-to-market by efficiently managing large volume of projects.

3

Unify global quality assurance frameworks to generate savings.

4

Automate business process testing.



How Softtek comes into play

Softtek developed and implemented a governance model and framework to standardize automation practices, allowing for fair and easily comparable measurements, as well as ensuring continuous testing for projects and provided solutions that enable a faster time to market.



Testing as a Service | **Continuous** testing | **Integration** Testing | **CI/CD** pipeline transformation





Business impact

Softtek improved systems reliability without interrupting business operations, significantly optimizing testing activities and accelerating time-to-market.



88% reduction of testing activities through governance implementation.



60% faster testing activities, accelerating time-to-market.



20% cost savings in testing activities under Softtek's new global QA framework.



27% increase in testing productivity through automation.



ABOUT SOFTTEK

Founded in 1982 by a small group of entrepreneurs, Softtek started out in Mexico providing local IT services, and today is a global leader in next-generation digital solutions. The first company to introduce the Nearshore model, Softtek helps Global 2000 organizations build their digital capabilities constantly and seamlessly, from ideation and development to execution and evolution. Its entrepreneurial drive spans 20+ countries and more than 15,000 talented professionals.

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