



For a Safe and Secure Digital Banking Application

Application: Online Digital Banking App

Services Offered: Functional Mobile, Regression, UAT

Client

A UK-based digital banking company had developed an application that enables instant creation of bank accounts, access to money from anywhere in the world, transparency and security.

Key Highlights

Team

7 QA Engineers

10 UI developers

Project Duration:

6 months

Tools:

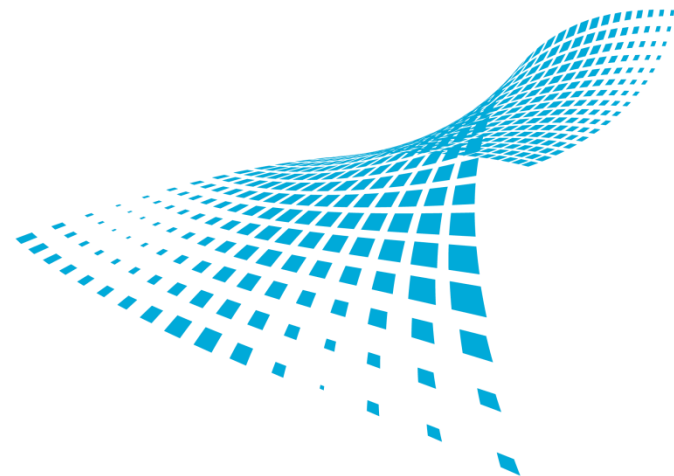
Jira for Defect management

OneDrive for document management

Requirement

It needed end-to-end quality assurance done on its application in March 2018, scheduled for release by the end of the year to ensure smooth and secure transactions on its app. It needed a proof of concept initially before selecting the QA partner.

Indium was selected because of its more than two decades of experience in QA as well as in mobile banking and digital transactions. The company's impressive mobile inventory as well as back up resources further made it a desirable QA partner.



Challenges

The lack of a process-based development created several hurdles to initiating QA. Some of the challenges included:

- Absence of a test environment and having to test in the development environment. From experience Indium knew that QA in local environment will not provide accurate results.
- Lack of documentation, even for requirements. Indium team insisted on proper documentation to proceed with the testing.
- More than 200 bugs showed up in the app near the release stage. Indium insisted on error free builds for testing, establishing.

Citing these reasons, the Indium team presented the proof-of-concept but withdrew from engaging further.

Beyond Testing

In two months, the client approached Indium again for developing its UI as well as test it in addition to app testing. Since the development was to be from scratch, Indium agreed to take it up and also provided QA for the existing solution.

Indium Approach

The client had a monthly release schedule between April and August. Indium established a development and test process, established the workflow right from requirements stage to design, documentation, development, execution and QA.

Requirements Understanding → Test design → Test data preparation → Review of documents → Execution → Report generation

Due to the existing solutions having several bugs, the QA process was manual after the product was made stable. Going forward, this is expected to be automated. More than 4000 test cases with 20000 test steps were prepared to thoroughly validate the product and make it safe for users, protecting their personal as well as financial data.

- Engaging with relevant stakeholders constantly for gathering information and review of test cases across modules
- Team documented over 1700+ test cases in a short span of time without any requirement document and only based on their KT and inputs from development team.
- Provided support on weekends and working extended hours on multiple occasions to ensure GOLIVE on time
- Daily status reports published regularly to keep the development team updated

Impact

Following Indium's development and QA of the application, the solution was made more secure by identifying the several loopholes in the backend, which were addressed by the development team. By addressing the several bugs in the system, the overall performance improved, making digital banking a smooth experience.

Some of the key improvements include:

- Each time pages loaded they had glitches, affecting performance. With the new UI designed by Indium, the clutter was removed and performance improved
- Payment related defects that were causing delays and would have cost the app customers were addressed and the process smoothed
- The 200 issues reported by Beta users were addressed and rectified
- Documentation as required by the App Store created and uploaded
- Glitches experienced and reported by app store users addressed and rectified

At the end of it, the client was able to upload a bug-free, secure and efficient app.