

Faster Time To Market through QA Transformation for Large Farm Credit Bank in the U.S.

Client Overview

Created more than 100 years ago, the client is the largest agricultural lending organization in the United States, playing a critical role in the nationwide Farm Credit System. It provides funding and business services to local farm credit Associations throughout 18 eastern states, and Puerto Rico.

The Business Situation

As a federated cooperative funding 20+ affiliated associations operating across 18 states, the bank is largely dependent on the associations for business growth and success. The client's business operations were impacted by critical defects in regular intervals due to:

- Inefficient and siloed testing systems, where each application was tested independently of other related applications
- Low application quality and bugs in several customer-facing applications, as key testing areas like negative scenarios and non-functional testing were often ignored
- No standardized procedures for test case development and review
- Testing/defect management processes not tied with relevant metrics
- Absence of business-aligned automation framework and right toolsets for automation
- Gaps in skillsets
- Lack of transparency in existing services and high dependency on vendor to run test cases

The Solution

GS Lab | GAVS built a business-aligned QA solution through a collaborative approach led by tools, processes, and governance. The team enabled QA transformation through shift-left, process standardization, automation, and reusable solution accelerators for faster time-to-market and defect reduction.

Solution Components:

- Assessment of the bank's goals, portfolio, IT environment, development/testing processes, and metrics
- Business-aligned 30-60-90 day plan for setting up a structured SQA organization and release management with defined accountability
- Unified QA structure, centrally managed, parallelly for JIRA (for Java apps) and TFS (for .NET apps)
- Test automation with 100% test coverage including negative scenarios, I/O validation, automatic report generation, 24x7 data availability, and CI/CD pipeline
- RPA (Robotic Process Automation) for broad set of use cases - ascertaining cost for UCC filing, certificate for good standing, interacting with insurance providers' portals, to name a few
- Definition of a centralized testing process with SOPs, guidelines and best practices for tools, proof of value and governance

To find out how GS Lab | GAVS can help your organization, please visit www.gavstech.com

Challenges

- Inefficient and siloed testing systems
- Low application quality and bugs in several customer-facing applications
- No standardized procedures for test case development and review, gaps in skillsets
- Absence of business-aligned automation framework, right toolsets for automation
- Lack of transparency in existing services and high dependency on vendors to run test cases

Solution Highlights

- Provision of various flexible service models like project-based, capacity-based, service level-based, and rate cards, delivering value to the customer
- Business-aligned 30-60-90 day plan for setting up a structured SQA organization
- Test automation with 100% test coverage
- RPA (Robotic Process Automation) for broad set of use cases
- Centralized testing process with SOPs, guidelines and best practices

Solution Outcomes

- ~100% defect removal efficiency
- 100% test coverage including negative scenarios
- 74.2% effort savings using tools and best practices
- Over 40% cost savings through automation & CLI
- Time taken for environment provisioning reduced to <= 48 hours from days