Ulster Bank

Ulster Bank gains confidence that online banking software functions correctly after completing testing

The Business Challenge

The quality of the customer's experience is a critical success factor in the banking industry, where customer confidence is vital. With online banking becoming a competitive necessity, financial institutions have only one opportunity to capture a customer's business.

Ulster Bank, based in Ireland, fully understands the importance of validating and testing its new online banking software, Ulster Bank Anytime Internet Banking, on a continuous basis. To do so, the bank required automated regression testing. In the development of software, regression testing is used to verify that newly added functions do not "break" previously written software code.

Regression testing verifies that newly added functions do not "break" previously written software code

- **Ulster Bank** performed manual regression testing using its internal staff, but found it to be time consuming and repetitive. The test program involved 600 test cases that required repetitive data entry; doing it manually used up 22.5 man-days and put the release schedules in jeopardy.

- **To speed up** the process and make it more cost effective, Ulster Bank purchased an automated testing tool, Winrunner 6.0, from Mercury Interactive. Automating the testing process on its own was not increasing the productivity at the required pace and was only showing small improvements over manual testing.

Ulster Bank then decided to engage an outsourcing partner. "The decision to outsource was based on reducing costs and time scales while improving quality," said Allan Bell, Senior Manager, Planning and Control, Ulster Bank. He added that "finding a suitable outsourcing partner that had the knowledge, experience and procedures required to write about automation scripts was critical."

The LT Solution

In addition to reduced turnaround time, securing L10N Technology (LT) as a partner gave Ulster Bank the following advantages:

- **Valuable access** to experienced, trained product specialists.

- **Reduced training** costs associated with running the project internally.

- **More time** to focus on additional enhancements to its Anytime Internet Banking product.

The first step for LT was to review Ulster Bank's manual test documentation and scripts. The scripts were ideally suited for automation. To minimize disruption of Ulster Bank's other testing operations, LT ran the regression tests in a mirrored test environment in its own lab. The 600 test cases ran in only 0.5 man-days, an impressive outcome compared to the

22.5 man-days needed to complete a manual test before the automated software was installed.

Another key part of the project was to transfer testing scripts and knowledge to Ulster Bank's staff for future testing. Bowne developed demonstration scripts to familiarize the client with automated testing as well as easy-to-use working scripts specifically designed for Ulster Bank's requirements to minimize future demands on Ulster Bank's support staff and provided comprehensive script documentation.

The Customer Benefits

The end result was a project completed on time and on budget along with a fully developed set of testing tools that will serve Ulster Bank well into the future as it continues to evolve its Anytime Internet Banking services. Noel Fitzpatrick, Head of Group IT, Ulster Bank, stated, "L10N Technology assisted Ulster Bank in achieving its aim of improving our time to market by reducing the amount of time spent on testing."

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