

Independent Testing on Payment Card Processing Applications

The Customer

- The client is one of the pioneer solutions providers in payment card processing industry. The client facilitates financial organizations with the card processing software applications.
- Such applications are implemented at various leading banks / financial institutions and their branches. The software applications are highly customizable to suit the specific requirements of it's end customers.

The Key Challenges and Customer's Needs

- A Leading bank who is one of the major client of our above customer, had the software applications customized to meet their specific business requirements.
- Significant changes in the application resulted in business crippling issues slipping into production (live) environment. Hence there was a need for an independent verification on the releases requested by the end customer viz. 'BANK'.
- In absence of the key mechanism of "Independent Testing of Releases" and "Release Management Process", already resolved defects repeatedly reoccurred.
- The business disruption of 'BANK' compelled our client to adopt independent verification of payment card processing applications

Our Solution

- While coordinating with the development and implementation teams of the Customer, our testing team initiated creation/execution of "Minimum Test Set Library" along with "Release Testing".
- understood the end customer needs by proactively coordinating with 'BANK'.
- Based on the understanding gained from the end users, the testing team conducted "Business Requirement Validation".
- Test cases were shared with the development team ensured that all aspects of the application were considered during customizing.
- We included data sets of live environment to ensure verification of the real life scenarios.
- PCI-DSS guidelines applicable to payment card processing software applications were verified.
- Minimum Test Set was later elaborated to cover the Comprehensive Regression Testing.
- Periodic regression testing conducted at fixed frequencies helped early identification of gaps introduced due to customizations.
- Gradually introduced quality processes covering Release Management and Defect Management.
- Online Defect Tracking Tool Bugzilla was introduced and implemented by AUDITime.
- CMMI compliant processes, procedures and templates were followed.
- AUDITime's testing team trained the customer's employees involved in testing other banks / applications in the CMMI compliant processes, procedures and templates.
- Recommendations were provided to the development team for adoption of standard design and review process.

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CASE STUDY

SOFTWARE TESTING

RISK & AUDIT SERVICES

INFORMATION SECURITY

Main Benefits and Value Derived

- Established 'BANK's satisfaction and improved customer's user experience.
- Business Requirement Validation and Release Testing ensured huge reduction in release rejection rate by 'BANK'.
- Ensured reduction in turnaround time from requirement to release by introducing QA processes.
- Real time updates on defects to all stake holders through Bugzilla.
- Data specific testing performed using extracts of production / live database helped in identification of real life issues.
- Introduction of Release Management restricted direct changes to data or code at the end customer site; thus ensuring reduction in recurrence of defect resolved earlier.
- Benefits derieved due to independent verification and validation of payment card processing, applications were replicated to banks other than client's 'BANK'.
- Adoption of standard testing procedures, processes and templates across various testing team(s) helped standardization across organization.

Who are we?

AUDITime Quality Management Pvt. Ltd., is a software testing service provider, focused on capital market. We have tested all off-the-shelf as well as customized trading software used by members. We have 13 years of experience in testing software used for trading and risk management. We are ISO 9001 and ISO 27001 certified organization.

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