AUDITime

SOFTWARE TESTING

RISK & AUDIT SERVICES

INFORMATION SECURITY

An integrated approach towards quality management of software in live production environment

Business Challenges

The client is one of the investment banking houses in India. The operations of client include broking business institutional as well as retail, NBFC operations, Portfolio advisory services, portfolio management services. In absence of unified ERP solution for capital market, the individual niche vendors are playing important role in forming technological back bone of the organization. The common software quality challenges were hampering business and operations dearly. Few challenges included

Lack of sufficient time for verification of multiple vendor's software releases

Recurrence of issues in live production environment during business hours

Unexplained Delays in Go Live

Software generates Inaccurate information for decision making

These challenges were taxing business very heavily. Besides poor customer servicing and loss of good will, the cash loss was also frequent due to inaccurate reports and software bugs.

AUDITime's Solution

AUDITime studied the symptoms of challenges and devised an integrated approach towards quality management of software in live production environment. The approach was combination of process and technical solutions. Following highlighter points will throw light on the solutions devised for the organization.

- A centralized quality management team was devised functioning as intermediary between end users of software, IT and software vendors.

- The team consisted mix of business experts, process specialist and testing engineers.

- Any requirements delivered to software vendor were delivered keeping central quality management team in loop.

This team validates the requirements and eliminate ambiguity from requirements. Provide impact of change on the systems. Gives acceptance criteria of software delivery from vendor. The acceptance criteria reduced requirement understanding gap and cycle time of testing on missing requirements in delivered software.

A strict filter of quality team approval on software was implemented to clean software from high severity defects.

The centralized movement of requirements, solutions and patches from the quality management team enabled the team to capture multiple MIS like schedule variations, defect density, adherence of vendor's SLA commitments

Major Benefits

Benefit to Business operations
- Software Bug free live environment (98% software defect detection in test environment)

- 90% + time saving of end users from testing the software

Benefit to IT team
- Major releases were made live without delay

Benefits to Management
- MIS provided visibility into exact place and nature of problem

- MIS enabled management assign SLA on software vendors

AUDITime Quality Management Pvt. Ltd
A - 101, Kailas Industrial Complex, New Hiranandani Road, Parksite Vikhroli (West), Mumbai 400079. India

For more information
Contact us: info@auditimeindia.com
Visit us: www.auditimeindia.com