AUDACIX
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A Major Financial Services Company
Automated functional testing and load testing for mobile app

The Results

91%
Of end-to-end processes covered by automation

1.5
Hours to complete a full regression test

83%
Fewer support calls from app users after release

The Customer

Our customer is a non-banking financial services company worth over US$70 billion. Loan products based on precious metal deposits is a significant and fast growing product for this company.

A result of the company's digital transformation was a self-service mobile application that allows its customers to view and manage their loan accounts and take advantage of targeted promotions that are offered to them by the company.

In a space where differentiation is usually based on interest rates and lending limits,

this self-service application was a critical differentiator for our customer in gaining larger market share.

The Problem

A fast-paced development environment was used to build a mobile application that interfaced with a bespoke, company-wide CRM solution. However, the lack of appropriate quality processes throughout the development and delivery phases had resulted in two main issues:

- Customers were unable to login to the mobile app, even during periods of non-peak load; and

- Common actions on the mobile app would not yield the user's expected result, or worse, would trigger unintended and unrelated actions.

Interestingly, the second issue was only found by our performance optimisation specialists after they had executed a few load tests using the Qsome Technology Platform.

Further investigations revealed that the functional defects had been reported by users, but they could not be replicated by developers, hence remained unfixed.

The Solution

Our test automation engineers utilised the Qsome Technology Platform to prepare and execute a rigourous series of automated functional tests and load tests.

⊙ Test Practice Development

We implemented a system where quality was built into the development and delivery process, rather than languishing as an afterthought. This enabled greater delivery speed and a methodical and consistent manner in which quality-related issues were handled.

Another key component of this phase was to automate test scope selection and release management. This enabled better decision-making based on objective data, not hunches.

⊙ Unleashing The Power Of Test Automation

Speed and bug-free delivery were both important factors in order to maintain the company's differentiation to their customers. Both factors could not be achieved with a manual testing program alone, especially as new features were added to application. We implemented high levels of functional test automation that enabled a complete round of regression tests to be completed in under 90 minutes.

⊙ Load Testing Without Effort Duplication

A prominent advantage of Qsome's testing tools is the ability to conduct load tests using functional test automation scripts. This enabled our customer to leverage their investment