

Infosys helped an American multinational banking and financial services corporation overcome its complex multi-layered architecture through optimization and customization



Client is an American multinational banking and financial services corporation in the United States.

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Client Challenges

The online banking system at this leading American bank, which handled the portal for banking services users, could not be performance tested exhaustively due to the following challenges:

- Complex multi-layered architecture, which demanded a great deal of coordination with downstream application teams, and made it difficult to determine the source of performance failures
- Constrained, limited or delayed test environment availability

- Insufficient coverage during performance testing, leading to defect leakage to production
- Increased dependency on third party or upstream/downstream applications and their respective application development teams
- Huge cost of environment provisioning
- Lack of a defined framework and a centralized information repository

Infosys Solution

Infosys and CA worked together to:

- Perform a landscape analysis to understand the technology stack, functional requirements and dependencies
- Create a service virtualization framework using the CA solution for the identified scope of applications, prioritized based on business criticality
- Virtualize the target system's behavior, and optimize and customize the virtual models for use by multiple teams

Quantifiable Benefits for the Client

- Enhanced customer experience in the online banking portal
- 80% net reduction in defects
- 50% increase in availability of testing time made possible due to customized test beds
- Increase in test coverage enabled by efficient virtualization solutions

