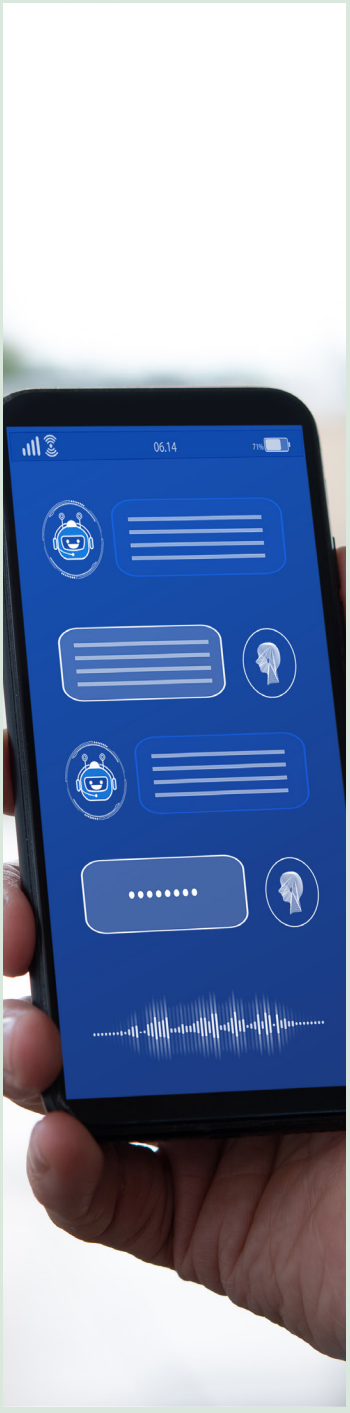
WHITE PAPER



PRODUCT TECHNOLOGY SERVICES (PTS) QUALITY FRAMEWORK

Value-based ecosystem for Domain product implementation, with a closer look at BFSI

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The rise of domain products

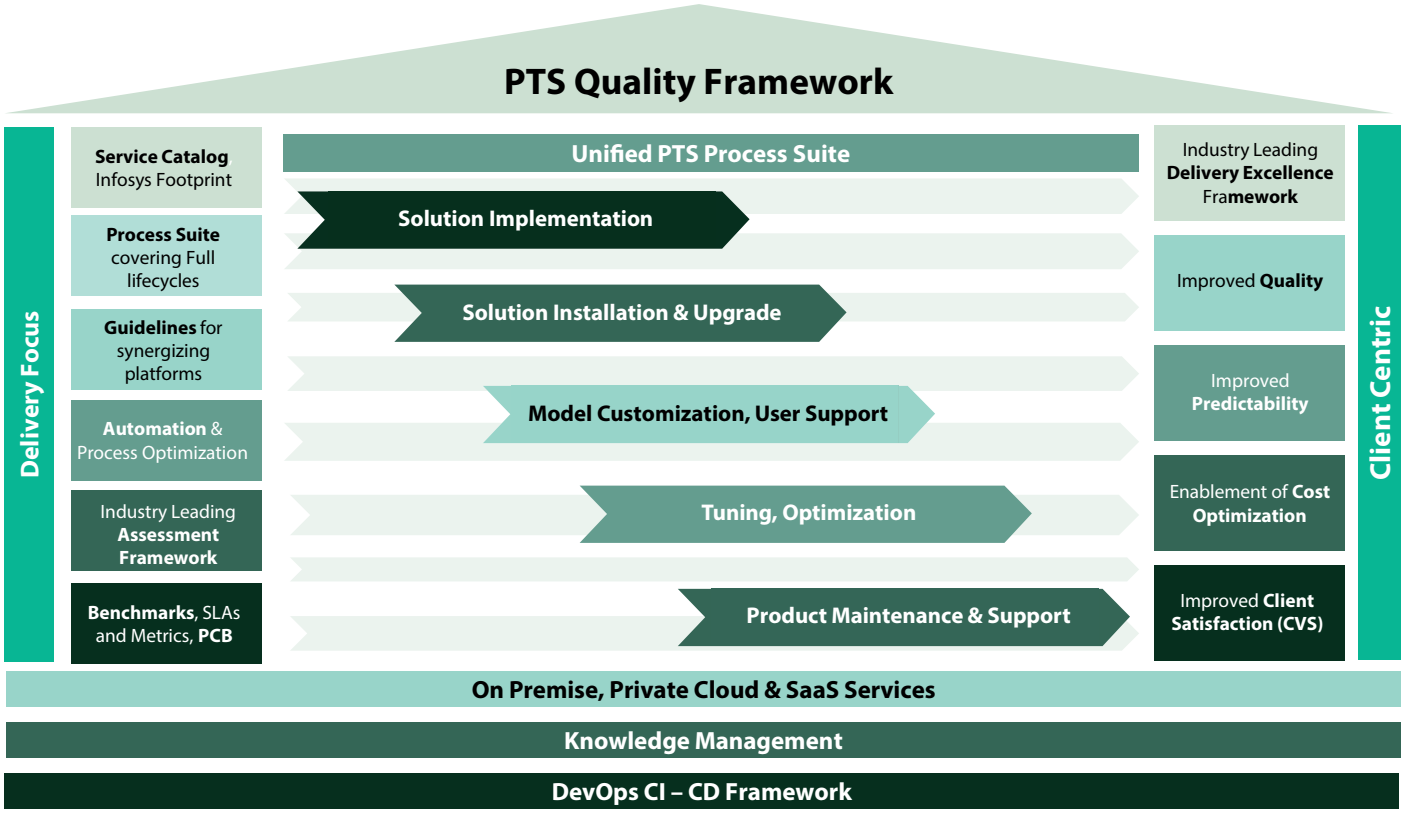
As financial services organizations embrace digital transformation, they are faced with a tricky "build versus buy" decision. While they are used to custom-made solutions, they cannot deny the agility and time-to-market advantage of readymade products that have evolved substantially both functionally and technically in recent times. Besides "pure technology" products, from the likes of Oracle or Microsoft, there are a host of domain products addressing various business needs that are enjoying rapid adoption.

As a longstanding partner to hundreds of financial institutions around the world, Infosys noted that there was inadequate support for the delivery of domain products. Domain product implementations were complex because apart from business functionality, there was often a strong technical element involved, such as cloud computing or artificial intelligence or API layers. To support our clients, we formed a dedicated horizontal practice within Infosys, called Product Technology Services (PTS), to handle product upgrade and implementation. The practice would **incubate new product capabilities, harness a 360-degree relationship with the client** and build **value-based ecosystems** around various domain products.

The PTS Quality Framework

A key issue was that since a packaged product rarely satisfied all the needs of the client, it almost always required some components to be added post-integration with the client's landscape. Every product company had its own way of working and its own release cycle, and would only make changes to its product within certain boundaries. This made our role as a systems integrator very important since we would manage both the client's expectations and the product company's conditions for a win-win solution.

Also, since PTS could be a direct Service Integration (SI) partner of the client, or act as both an SI and collaboration partner of the product company, there was a real need for a mechanism to ensure the same delivery excellence was maintained in every situation. After evaluating the various activities and projects and their specific nuances, the team evolved the Product Technology Services Quality framework to monitor performance, measure throughput and quality, and ensure the projects proceeded as expected. The framework also comprised first-of-its-kind automation tools (proprietary to Infosys) to improve quality of delivery. We introduced new constructs, reflecting our company's credentials not only in product implementation but also in areas such as product engineering, software + services, and business platforms as a service.



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It is worth mentioning that this is the first time ever that a DevOps CI-CD framework has been created around product implementation as part of the PTS Quality framework, thereby plugging a gap in the industry. The DevOps tools and solutions help eliminate manual interventions, reduce errors and increase efficiencies. This DevOps framework empowers clients with a robust platform for Continuous Delivery (CD), Continuous Integration (CI) and Continuous Testing (CT). The framework offers unmatched convenience by bringing about automation, agility and reliability in the configuration and deployment phases. It enables the business operations team to build, test, deploy and monitor applications with speed, quality and control.

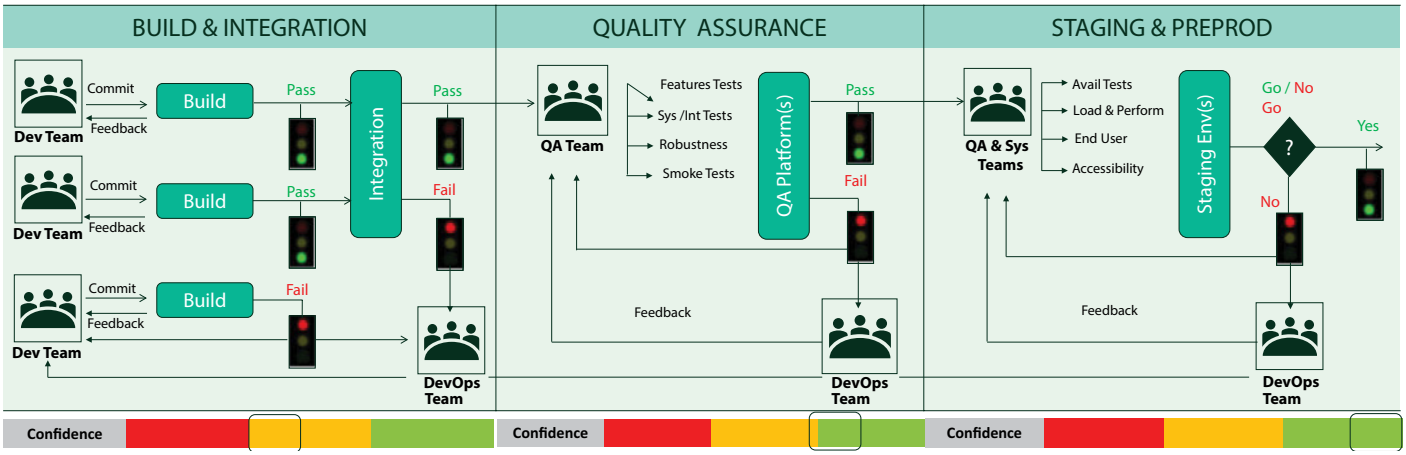
Infosys Configuration Manager *- Ease of configuration - Technical configurations & Functional configurations, both basic & advanced at the time of deployment*

Infosys Quality Assurance Solution – *Automates the test scenarios and execution of test cases with combination of practices and tools designed to help QA teams test more efficiently*

Infosys Deployment Manager *- Automated deployment of Actimize solutions and its components on a cloud infrastructure and across environments and Instances*

Infosys Actimize Application Diagnostics *- Monitors Actimize components, detects any failures on Actimize servers and components and takes remediation action*

Infosys Infra Automation Framework – *Helps in automation of configuration processes relating to the configuration, set-up and deployment of the cloud environment required for the Actimize solution.*



The PTS Quality Framework is a pioneering effort from Infosys and potentially a source of great value to our clients. While this note focuses on financial services, it should be noted that the Framework can be applied to products in any domain or industry.

Benefits

The Product Technology Services Quality Framework aims for the following:

a. Industry leading delivery excellence
b. Improved time to market
c. Improved quality
d. Improved predictability
e. Cost optimization
f. Improved client satisfaction (CVS)

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In the 8 months since it was launched, the Framework has received appreciation both from our clients and the vendors of product solutions and positioned Infosys as a thought leader in this area.

40%

Improvement in efficiency by saving time and reduction of effort required through DevOps adoption.

50%

Faster time-to-market with pre-configured process templates and ready-to-deploy code .

60%

Effort save by way of seamless real-time and batch data integration capabilities and functional add-ons.

About the Authors

Kasturi Chattopadhyay

Industry Principal Consultant

Kasturi has around 21 years of delivery and consulting experience in the Financial Services Industry. She heads the Product Technology Services group for domain products in Infosys. She has worked with several financial institutions to identify pain points and architect transformation programs involving both business process transformation and product/technology assessment and implementation in the area Financial Crime Management, Regulatory Compliance and Enterprise Risk. She is also helping financial institutions adopt new-age paradigms such as Robotic Process Automation and AI/ML.

Anju Nampoothiri Krishnan

Sr Unit Quality Head

She has 25+ years of experience in organizational transformations, delivery excellence and risk management. She heads the quality function for Financial, Healthcare and Insurance service sectors. Over the years, she has assumed many pivotal roles within the organization driving business value and reduction in cost structures for clients. She extensively helps our clients with standard and adoptable quality frameworks and end to end assessments for merger and acquisitions. Recently, she has co-authored a research paper on Hybrid work in the post-pandemic era that is now being widely adopted by various sectors and businesses.

Vidhya Jayagopal

Sr. Account Quality Manager

She has 20+ years of experience in Banking and Insurance domains as Account Quality Partner with a demonstrated history of working in the IT and services industry. Safe Agilist, Lead auditor and a Process consultant having rich experience of quality processes.

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