Case Study: CARDS BAU SUPPORT

Project	Functional Testing for PowerCard Production Support
About Client	▪ Client is a leading worldwide travel, financial and network services Company and a much respected, popular brand in Middle East ▪ Client uses PowerCARD application for its cards business

Objective	**Region**	Middle East
	Key Requirements	▪ **Functional testing** of PowerCard application ▪ End to end testing of functions including account boarding, issuing of cards, authorizations, transaction processing, fees and charges, billing and statement, delinquency processing, merchant account boarding, terminal setup, merchant posting, merchant statement etc. ▪ Both issuing and acquiring business related functions were covered as part of testing

Project Details	**Project Size**	180 Man Days
	Team Size	2

Approach	▪ Verinite deployed two resources to understand the existing system and use the cards expertise to assist the BAU team in their testing ▪ Issues related to incorrect late fee assessment, issues in rewards points, performance enhancement project, change in logic for processing refunds and payments, mass update of customer communication address, new merchant setup etc. were some of the highlights which were successfully executed by Verinite resources ▪ Verinite resources showed high level of competency combining domain and technical skills to improve the quality of output of BAU team. The first-time right approach helped to reduce the number of defects failing UAT by business users ▪ Verinite team used the concepts of Rapid Problem Resolution (RPR) to identify and replicate the issues and then test and deploy the fixes in production which improved defect resolution time

Value Delivered	▪ The BAU issue count was reduced substantially (by 75%) during this engagement (Over 5 months) ▪ Verinite created training materials to facilitate quick learning of PowerCARD concepts thus creating a project-ready pool of resources ▪ Verinite resources performed a rigorous performance testing taking inputs from business users to improve the performance of PowerCard application by 30%