



INFOSYS HELPED AN AMERICAN MULTINATIONAL BANKING AND FINANCIAL SERVICES CORPORATION OVERCOME ITS COMPLEX MULTI-LAYERED ARCHITECTURE THROUGH OPTIMIZATION AND CUSTOMIZATION

Abstract

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

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



For more information, contact askus@infosys.com

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