



# Automating Testing and Increasing Product Quality

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INDUSTRY : Banking, Financial Services, and Insurance

## Background

As the world's largest card issuer by purchase volume, the client processes millions of transactions daily for both consumers and businesses. Purchases made on the company's cards account for 22.9 percent of credit card network purchase volume in the U.S.<sup>2</sup> In addition to credit card services, the company also provides commercial payment tools, travel management and expense management solutions for companies of all sizes worldwide.

## Challenge

Challenges to testing speed and end-product quality were affecting several widely used services and critical operations. Across interactive tools for merchants, employee expense reporting tools and a crucial regulatory reporting product, testing challenges caused high development costs and project delivery delays. A primary driver of this challenge was the use of manual testing, which led to inconsistent build, release and testing processes, defects in releases, increasing technical debt and missed launch dates.

## Solution

PK assessed the challenges affecting each product and division and developed a range of solutions customized for the organization's needs. This included an open-source based test framework, functional test automation and development of a continuous delivery pipeline. Critical to the organization's transformation was the adoption of agile processes across development teams, enabling the credit card company to reduce product launch cost and time to market. On one product alone, delivery cost was reduced by \$800,000 during the first year of implementation and by an additional \$1.3 million in the second year.

With support from PK, the company was able to increase consistency of testing, reduce product testing cycles, eliminate product defects and automate end-to-end testing. Its products development teams now operate more efficiently, and the products that its customers use each day function more reliably.

1. <https://wallethub.com/edu/market-share-by-credit-card-network/25531/>