

A group of business professionals in a meeting. In the foreground, a man with glasses is seen in profile, looking towards the right. Behind him, a woman with blonde hair is looking towards the camera. In the background, two other men are visible, one of whom is holding a smartphone. They are all seated around a conference table with papers and a pen on it. The setting appears to be a modern office with large windows in the background.

MAVERIC
independent testing

Test Process Consulting Services

Improved quality, Increased value through testing excellence

Complex Challenges for Environments

Global banks, financial services, and insurance firms (BFSIs) today are faced with a plethora of challenges. Deregulation, globalization, and increased technology innovation, coupled with the current economic climate, have created a fiercely competitive environment. To maintain or regain their competitive advantage, banks, insurance companies and other financial institutions are automating and evolving their service offerings by introducing new retail and/or corporate services.

To help enable these new offerings, banks typically deploy a significant number of new or upgraded software applications. These applications must be thoroughly tested before they go live—a process that requires a substantial amount of time, resources and budget. While application testing challenges are not unique to banks, the consequences of poor testing and subsequent poor quality software applications can be especially serious to financial institutions.

As CXOs work alongside their testing organization, tackling many of these test process challenges is about identifying test process quality issues that increase the risk of application defects.

Maveric's Test Process Consulting Services provide a comprehensive portfolio of services anchored around a Test Process Framework based on years of proven expertise in independent software testing for banks and financial institutions.

Technical Challenges

A May 2002 report by the National Institute of Standards & Technology (NIST) on "The Economic Impacts of Inadequate Infrastructure for Software Testing" revealed that a direct reduction of costs in the testing processes and a decrease in post-purchase customer support were among the major benefits software developers cited as a result of an improved infrastructure.

The applications environment for banks and other financial institutions is inherently complex. This is a result of both the large number of required applications, and because these applications must be tightly integrated and fully compatible to ensure maximum functionality. This means that developing an accurate testing environment, typically with thousands of end-to-end test cases, is especially challenging. Most banking applications are used for up to eight years or more before they are replaced or upgraded. Although testing needs to continue until the application is phased out, the testing team usually considers their work as a one-time exercise at the time of acceptance. This creates a number of inefficiencies in the overall test processes:

- There are no provisions for enabling and enforcing reusable test designs or artifacts
- Test artifacts rapidly become obsolete as changes are not incorporated due to non-maintainable test designs
- Testers execute tests without designing test cases, or with inadequate test cases due to lack of reusability
- Regression test cases are not appropriately identified, leading to inadequate regression testing

Resource & Time Challenges

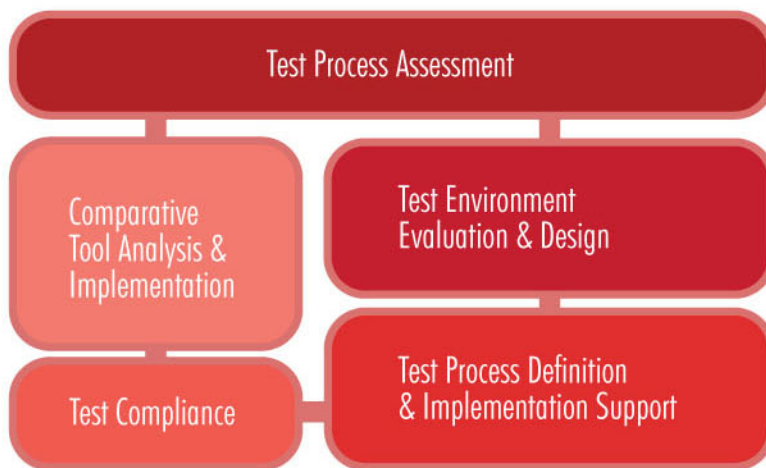
While a large number of banks and financial firms have internal testing teams, many lack both the specialized technical expertise as well as the necessary number of testing specialists to commit to these assignments.

In addition, since most banks spend up to a year testing their large applications, testing resources cannot always be committed for the duration of the project. This can have serious consequences in both ensuring successful and accurate testing outcomes, and in adhering to often aggressive testing schedule timelines that enable rapid time-to-market.

Maveric's Test Process Consulting Services

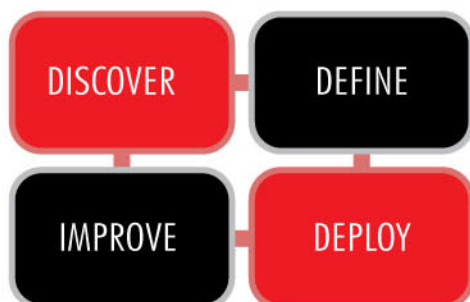
A well-defined and skilled testing function is one of the key prerequisites for the consistent and reliable delivery of software systems on time, on budget and to specification. Aligning the testing functions objectives with the business objectives, along with increasing the effectiveness of testing, make a significant contribution to better quality and reduced costs. Maveric understands the difficulties involved in mapping vision and objectives to testing functions, identifying gaps, and providing short and long term recommendations for enhancing the test capability. At Maveric, we provide a complete portfolio of consulting services focused on enhancing your test capabilities.

Core Services Outline



Maveric's five core Test Process Consulting Services are based on our D3I methodology that helps you quickly DISCOVER what is needed to achieve quality in your test organization through an assessment (process, tools, test environment), DEFINE the recommended test framework, successfully DEPLOY the recommended test process framework, and continually IMPROVE your test process organization through audits and ROI results.

Inherent in Maveric's Test Process Consulting services is a flexible engagement model that ensures optimum results for clients. Our core services are available as both sequential and individual offerings, and focus on both short and long-term test capability enhancements. Whether overhauling your core applications, planning critical application upgrades, or performing routine maintenance, teaming with Maveric's experienced test process consultants will bring best-practices to your testing organization and confidence to your business.



Core Services Summary



Test Process Assessment

The goal of the Test Process Assessment is to evaluate the testing activities within your organization, whether at project, program or organizational level, and identify strengths on which to build as well as areas of opportunity to improve.

Maveric's Test Process Assessment offering has been designed to include areas of focus described in the most widely recognized methodologies, such as the Testing Maturity Model Integration (TMMi), Test Process Improvement (TPI NEXT®) model and the Capability Maturity Model Integration (CMMi).

While the Test Assessment uses best-practices as a foundation, it is context driven and relates to the specific needs of your organization. The evaluation focuses on your prioritized business goals/objectives and how improving specific processes can support those objectives within your unique environment. The scope of our assessment typically covers the full application development process while focusing on the test phase.

The assessment is carried out on-site by a team of experienced consultants that:

- Reviews existing process documentation and current test practices.
- Interviews the stakeholders; collates and analyzes the information gathered; and documents and presents the assessment findings and prioritized recommendations.
- Documents and presents the assessment findings and prioritized recommendations.



Test Environment Evaluation & Design

To successfully deliver your application defect-free, it is important to develop a test environment that can replicate all types of hardware/software combinations that are appropriate for any potential software users.

Maveric's Test Environment evaluation and design include a study of the current test environment and application test requirements, and the design of a comprehensive test environment addressing the required testing activities to be performed.

The test environment evaluation and design is carried out by a team of on-site senior consultants that:

- Studies current application landscapes and technology roadmaps for banks.
- Studies current test environment components and investments.
- Designs the test environment.
- Prepares a roadmap for the recycling/purchase of hardware and software.
- Defines the test environment management practices.



Test Process Definition & Implementation Support

With a multitude of test management tools and tool suites available in the market, both commercial and open source, one can easily end up with the wrong tool for Test Management. In Maveric's experience, projects succeed when the choice of tools is based on realistic expectations of their capabilities, ultimately ensuring maximum performance.

Through the Comparative Tool Analysis and Implementation Service, we provide a comparative analysis of the tools available in the market and assist you in procuring, configuring and implementing the correct tool in accordance with best practices of TPI/TMMi.

To bridge the gap between a tool selection process and the large scale rollout of one specific test management tool, Maveric's Consultants run a Proof of Concept using the short-listed tool across an organization, a single department or just a single project. This ensures that you and your team have a solid understanding of both the rewards and risks associated with the deployment of the recommended tool.

Maveric's Comparative Tool Analysis and Implementation service helps you confidently plan your test management tool implementation strategy with a realistic expectation of the accrued benefits, and a complete understanding of the risks and challenges that need to be addressed.

Test Compliance

Test Process definition and implementation assists in developing a comprehensive test process framework that encompasses the policy, strategy, and processes to be used by the testing team.

Maveric's consultants perform a thorough study of the documented and undocumented processes and their implementations to understand the strengths and limitations of your testing framework. From there, a gap analysis report is generated, detailing the gap between the business requirements and current test process capabilities.

A test process framework is created based on robust business testing procedures governed by industry standards and applicable best-practices across all testing engagements. Maveric consultants conduct process workshops to ensure that your senior management team and other relevant stakeholders approve, validate and are educated on the new / improved processes.

Maveric consultants also launch the new testing process into a live scenario as a prototype to measure its suitability and effectiveness and help transition the process to rest of the test organization



Comparative Tool Analysis and Implementation

Maveric's experience reveals that many organizations struggle to institutionalize the implemented test improvements, while others struggle to define the success of these test improvements. Maveric's Test Compliance offering is designed to ensure that test improvements implemented are not only institutionalized, but optimized and the success of improvements measured to determine both short and longterm ROI.

The goal of Test Compliance Service is to ensure compliance and governance of your new and existing processes, and that the process improvements are both measured and optimized to ensure the intended ROI is achieved.

Maveric's consultants create the audit program in consultation with your stakeholders, defining the "Audit/Compliance" processes and templates that enable compliance reviews to be conducted in a methodical manner. The program also includes the management of non-compliances and measures the ROI for each of the implemented recommendations.

Maveric's consultants also help you identify the appropriate corrective and preventive actions for the non-compliances and/or unsatisfactory ROI.



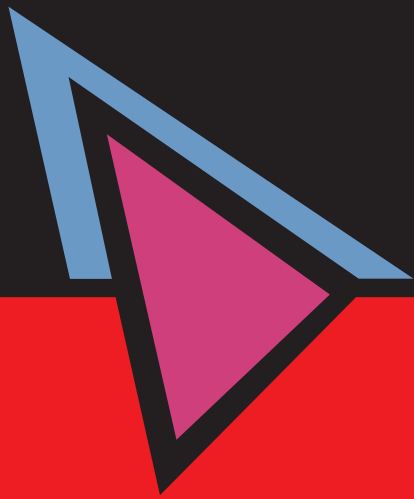
Why Choose Maveric?

Maveric Systems Ltd is one of the top-three independent software testing firms in the UK and India, with a rapidly growing customer base in the US and Asia Pacific. The company has been a valued business partner to the leading global banking and financial institutions for nearly 10 years. Our team of expert software testing consultants brings together more than 700 professionals in 14 countries to provide proven independent software testing services to the banking, finance and insurance industries - all of which are delivered solely by Maveric's full-time career testing professionals. In fact, Maveric is the only testing firm to create its own brand of testing professionals through a two-year Masters Program in Software Testing.

Our singular focus on the BFSI sector has earned Maveric the distinction of being the only testing services company to develop a unique "Test Design Workbench" (TESTAC) for improving quality of user acceptance testing in banking applications. TESTAC has improved test coverage for our clients by a range of 30 to 40 percent, while optimizing the number of tests by 15 to 30 percent.

Maveric's testing expertise with all leading banking products is unmatched in the industry, having successfully developed a vast repository of test cases. These test case repositories have helped crash our clients' design timelines by as much as 40 percent. Maveric has an especially strong track record testing the core banking transformation solutions

WE
KNOW
TESTING,
WE
UNDERSTAND
YOUR
BUSINESS



Contact

For more information about how Maveric can help your organization achieve their testing improvement goals, please contact your local Maveric representative

India Chennai

Fagun Mansion, 74, Ethiraj Salai,
Egmore, Chennai - 600 105, India
Phone: + 91 44 2820 7690
Fax: + 91 44 2820 7691

Bangalore

Unit no. 707 - 708, 7th floor,
Prestige Meridian -II, No. 30
M.G. Road, Bangalore - 560 001
Phone: +91-80-41320489
+91-80-41265307

Mumbai

401, Acropolis,
Military Road, Marol, Andheri East,
Mumbai 400 - 059.
Phone : + 91 22 67061051/52

KSA

P.O Box 89436, Riyadh 11682
Kingdom of Saudi Arabia
Phone: +966-1-4786969
Fax : +966-1-4787656

Malaysia

Maveric Systems Asia Pac SdnBhd
14, Jalan 12/14, 46200 Petaling
Jaya, Selangor, Malaysia
Phone: + 601 760 95423

Middle East

ENOC House, First Floor,
Al Qutaeyat, P.O. Box : 6442
Dubai, United Arab Emirates
Phone : + 971 4 3374400

UK

5, Laybourne House
Admirals Way
London E14 9XL
Phone: + 44 20 7538 3953

USA

5, Independence Way, Suite 300
Princeton, NJ 08540
Phone: + 1 609 514 5125
Fax: + 1 877 827 6722



Ten Maveric years

India | Kingdom of Saudi Arabia | Malaysia | Singapore | United Arab Emirates | United Kingdom | United States of America

TMap®, TMap Next®, TPI®, TPI NEXT® are registered trademarks of Sogeti. CMMI® is a registered trademark of Software Engineering Institute, Carnegie Mellon University

TMMi® is a registered trademark of TMMi Foundation. Copyright © 2011 Maveric. All rights reserved. No part of this document may be copied by any process or means without prior written permission from Maveric