

QA Outsourcing

From a single specialist to a quality-guardian team for a leading bank for over 5 years.

Industry: **Banking**

*Image for illustrative purposes only

Summary

The lack of quality control standards was causing rework and time-to-market loss for a leading bank; Novacomp became the bank's quality guardian team.

Key challenges

- A single person with over 12 years of experience executed test cases for more than 70 applications, omitting cases and causing issues in production.
- No test documentation was produced at any stage of the process.
- The bank was underutilizing existing licenses, such as the TFS tool for defect tracking.
- The client was resistant to change and hesitant to seek outside consulting support.

Approach

Novacomp provided three manual testers and one test manager; the team grew to 11 people and now has 8 people who have been advising the bank for the past five years, testing everything developed internally and by other vendors. Consulting was provided to establish standards and processes under ISTQB, with services extended to satellite offices in Costa Rica, Panama, Miami, and the headquarters in Colombia.

Results

- Continuous engagement with the client for over 5 years.
- Optimization of defect-tracking tools using TFS's (Azure DevOps) built-in standards.
- Support for the bank's CI/CD/CE processes.
- High reusability and maintainability of manual and automated test cases thanks to better documentation and system preconditions.

Technologies used

Selenium	Git	TestNG
TFS and Appium (mobile)		GitHub
Postman and SoapUI (REST/SOAP)		
API services	SQL Server	Oracle Server



Conclusion

Novacomp delivered a quality control team with expertise in test suites, becoming the bank's long-term partner.