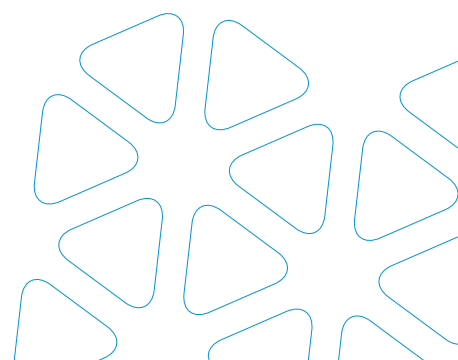# Banking on Digital Transformation To Enhance Customer Experience

A STORY OF OWNING CHANGE

Large bank holding company partners with TEKsystems to modernize banking through a next-generation digital experience that requires a comprehensive end-to-end data and testing strategy.

Owning Change in Banking

Rooted in consumer trust and loyalty, our customer has been serving clientele since the 1850s. With customer experience top of mind, it became essential to upgrade their legacy core banking systems to provide competitive service and improve usability.

THE CHALLENGE:
PERFORMANCE TESTING STRATEGY
End-to-End Data Testing for Highly Sensitive Data

Most banks, regardless of size, do not maintain internal IT resources needed to support major changes to architectural infrastructure, so they turn to third-party experts for help. As an FIS Alliance Network member, TEKsystems' team of experts understands the complexities of a core platform conversion and testing strategies.

We teamed up to improve customer experience by creating an end-to-end data and testing strategy to validate performance before going live.

OUR SOLUTION:
QA TESTING AND ETL TRANSFERS
Leveraged Global Support Centers

We activated global dedicated teams of internal practice consultants and senior engineers to quantify integration workloads; develop QA testing requirements; and determine the level of complexity, needed skills and timing logistics for an end-to-end technical solution.

To achieve the customer's vision, our experts established centers of excellence for both ETL code and QA user acceptance testing (UAT), created a security playbook, developed a risk management and mitigation tool, implemented business continuity planning and disaster recovery (BCPDR), and identified backup options.

The final step? Prepare for peak performance with end-to-end data and quality assurance testing.

POWERFUL PARTNERSHIP:
BANKING TOGETHER
High Standards, Transparent Measures

We maintained consistent and scalable development and testing velocity through onshore and offshore dedicated teams, leveraging our centers in Bangalore and Hyderabad, India, with customized, secure "safe rooms" to meet the highest level of banking security protocols.

We prioritized transparency and communication to keep multiple projects and subsequent workstreams on track. We used data-driven models, forecasting techniques and near real-time tracking KPIs to track progress and monitor for improvement. With clear metrics and reporting insights, we empowered executive leadership to manage the programs and their vendors effectively.

"We take this huge transformation effort very cautiously because of the impact to our community, company and customers we serve. We were confident working with TEKsystems to deliver this highly sensitive work knowing their global capabilities. Not only in the development areas, but also in the testing, which is key to validate that all of this was going to work well for go-live.

Ultimately, we completed one of the world's most complex conversions successfully and are up and running in production! We're looking forward to expanding on this to deliver best-in-class service."

— EVP, Chief Information Officer

Real-World Results

Our customer's drive for innovation and putting consumers first shows their intent to make banking effortless. With their new platform in place, customers receive the personal touch of a local bank with the sophistication and security of a modern enterprise.

Working together, we fully converted their legacy mainframe system to FIS software as a service, including several third-party solutions. A frictionless conversion, they achieved 100% compliance with zero violations and zero downtime. With thorough testing, they achieved a 97% success rate in user acceptance testing. Our customer completed thousands of integrations (ETLs) for a fraction of the cost by performing the work themselves and/or onshore by leveraging TEKsystems' solutions framework.

$15M	**25%**	**97%**
estimated savings through global delivery solution	savings in cost per ETL	success rate in user testing

"TEKsystems Global Services had a distinct dedication to delivery, and we saw that in quality of what they gave back to us. As we conducted readiness reviews and ran into bugs and defects, we were able to remediate, resolve, get new code into place and run everything the next day without any issues. That gave us comfort to get into production and prepare for the conversion. We flipped a switch on over 4,000 ETL jobs. In almost no time, we ran the entire ETL within the batch window. It just shows the quality of the effort, the quality of the deliverables [and] the quality of the ETLs were all simply amazing."

— Senior Vice President, Technology Services Division Manager

About TEKsystems and TEKsystems Global Services

We're TEKsystems. We accelerate business transformation for our customers. We bring real-world expertise to solve complex technology, business and talent challenges—across the globe. We're a team of 80,000 strong, working with over 6,000 customers, including 80% of the Fortune 500 across North America, Europe and Asia, who partner with us for our scale, full-stack capabilities and speed. We're strategic thinkers, hands-on collaborators, helping customers capitalize on change. We're building tomorrow by delivering business outcomes and driving positive impacts in our global communities. TEKsystems is an Allegis Group company.

Learn more at **TEKsystems.com**.