



Prolifics[®]

Elevating Mortgage Lending: A Testing Center of Excellence

CLIENT | CHALLENGE | ACTION | RESULTS | TECHNOLOGY | ABOUT PROLIFICS



Our Client:

A mortgage lender (ML) specializing in technology-driven and personalized solutions for homebuyers.

Background:

In the highly regulated mortgage sector, precision and compliance are paramount. Enter the Testing Center of Excellence (TCoE) and Test Automation – critical strategies reshaping the industry. TCoE centralizes testing, fostering collaboration and raising software quality. Meanwhile, Test Automation turbocharges processes, reducing errors and costs. It's a game-changer that ensures adaptability in a dynamic market. This case study comes from Prolifics Test Automation Solutions and explores how TCoE and Test Automation are transforming mortgage lending.

Challenge:

ML embarked on a strategic mission to become a metrics-driven organization, relying on data-driven measurements and key performance indicators (KPIs) to guide decision-making, monitor performance, and achieve strategic objectives. As part of this initiative, they needed to enhance the quality of their software products, reduce costs, streamline operations, and enhance the efficiency of their IT and development functions. However, they faced several software testing challenges:

- **Understaffed Testing Team:** ML faced the challenge of having too few testing experts, prompting the need to optimize testing processes.
- **Developer Involvement in Testing:** They aimed to reduce developer involvement in testing through more efficient testing methods.
- **Scalability Concerns:** ML recognized the need for scalable solutions to support their growing team and complex projects in line with their operational streamlining objectives.
- **Inefficient Testing Processes:** Current testing practices had many gaps which led to duplication of effort and reduced testing efficiency.
- **Tooling Limitations:** The limitations of their existing tools hindered their ability to track key metrics and assess the overall effectiveness of their processes.

To become more metrics-driven and efficient, ML partnered with Prolifics to establish a Testing Center of Excellence (TCoE). This move aims to streamline testing, standardize processes, and leverage automation for well-tested and secure software releases.





Action:

We will collaborate with ML to establish a Testing Center of Excellence (TCoE) - a centralized framework that focuses on optimizing and standardizing software testing and quality assurance processes. The primary goal of this TCoE is to enhance the quality of ML's software products while reducing costs and improving efficiency.

Key Components of the Prolifics Testing Center of Excellence Approach:

- **Standardized Processes:** We establish best practices, methodologies, and standardized testing processes to ensure consistency across all ML projects and teams.
- **Resource Centralization:** We centralize testing resources, including skilled testers, tools, and infrastructure, allowing efficient resource sharing across various ML projects.
- **Test Automation:** Our approach includes implementing and managing test automation strategies to enhance efficiency and reduce manual testing efforts.
- **Knowledge Sharing:** We facilitate knowledge sharing and collaboration among testers and teams to foster continuous learning and improvement.
- **Metrics and Reporting:** Our approach involves developing metrics and reporting mechanisms to measure the effectiveness of testing efforts and provide valuable insights for decision-making.
- **Tool Selection and Management:** We identify and manage testing tools and technologies that align with ML's specific needs and goals.
- **Quality Assurance:** Our approach ensures that testing aligns with quality assurance principles, encompassing risk assessment, defect tracking, and validation against ML's business requirements.
- **Training and Skill Development:** We provide training and skill development opportunities for testing professionals to keep them updated with industry trends and best practices.
- **Governance and Compliance:** Our approach guarantees that testing processes adhere to industry standards, regulations, and compliance requirements, particularly crucial for highly regulated industries such as finance.



Results:

By establishing a TCoE, ML will achieve greater testing efficiency, reduce manual tasks, enhance collaboration, and deliver higher quality experiences to their employees and customers. It also allows them to adapt more effectively to changing business needs and technological advancements. This shift promises to bring about the following key advantages:

Efficiency and Process Optimization:

Metrics Driven Approach: Quality assessed through quantitative metrics and transparency integrated into every phase of the software development life cycle.

Improved Testing Efficiency: Streamlined processes, faster testing cycles, and reduced duplication of efforts and resources.

Alignment with Release Model: Alignment with ML's unique weekly release model, eliminating the need for repetitive testing with each release.

Better Test Automation: Enhanced automation strategies for higher coverage, faster execution, and improved script maintenance.

Resource Optimization: Efficient allocation of testing resources based on project priorities and requirements.

Quality Assurance:

Enhanced Test Quality: Standardized practices leading to higher-quality deliverables and fewer defects reaching production.

Increased Test Coverage: Comprehensive test coverage, focusing on critical business functionalities and customer use cases.

Reduced Escalations: With automated testing ensuring the stability of each release, the client expects a decrease in customer escalations related to software issues. *(continued on next page)*

Results: *Cont.*

Improved Customer Experiences: The enhanced efficiency and reliability of automated testing are poised to lead to improved customer experiences, as software releases become more dependable.

Cost Reduction and Risk Management:

Cost Reduction: Optimized resource allocation, resulting in lower testing costs and economies of scale.

Risk Mitigation: Proactive identification and mitigation of testing-related risks, with improved project visibility.

Team Development and Stakeholder Confidence:

Skilled Testing Teams: Training and upskilling lead to a more proficient workforce and knowledge sharing.

Stakeholder Confidence: Clear communication and reporting on testing progress, results, and alignment with business goals.

Continuous Improvement: Establishment of a culture of continuous improvement, regularly adapting to evolving needs and trends.

Compliance and Standardization:

Regulatory Compliance: Ensuring industry-specific compliance through standardized testing processes.





Technology:

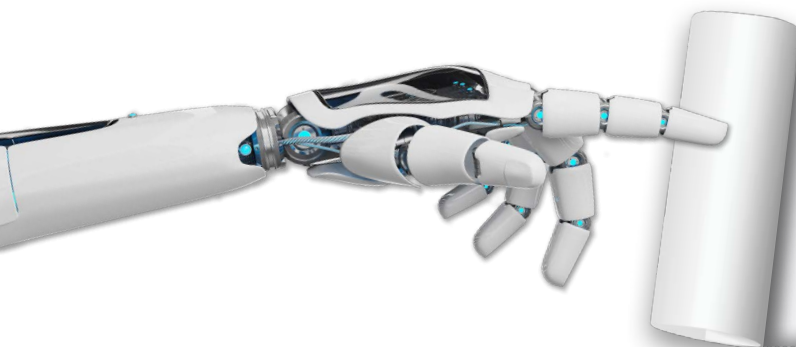
Prolifics employed a diverse set of technologies to enhance ML's software development and testing capabilities, enabling a more streamlined and effective approach to their metrics-driven strategy. The tech stack included:

- **Development Tools (Java and MySQL):** Java is a high-level, class-based, object-oriented programming language. MySQL is an open-source relational database management system (RDBMS). These tools enabled robust software development and database management.
- **Requirement Management (Asana):** Asana is a web-based project management and collaboration platform. It was used as the Central hub for requirement gathering, organization, and tracking, ensuring clear communication and alignment throughout the project.
- **Test Design and Execution (TestPad):** Testpad is a test management tool that facilitates structured test planning, execution, and reporting. It was used to design and execute tests, providing a structured and efficient approach to test planning and validation.
- **Test Automation (Cypress):** Cypress is a JavaScript-based front-end testing tool built for the modern web. It was used for automating repetitive testing tasks and bolstering efficiency in the software testing phase.



About Prolifics Test Automation Solutions

At Prolifics, we empower you with Test Automation and TestOps services tailored to your needs – so you can stay ahead in the fast-paced software world. We offer end-to-end automation testing and seamlessly integrate TestOps into your development cycle. Accelerate your testing, enhance software quality, save costs, and speed up your time-to-market. Lead in software innovation with our dedicated support.



Eager to explore how
Test Automation and Test Ops
can transform your business?



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About Prolifics

At Prolifics, the work we do with our clients matters. Whether it's literally keeping the lights on for thousands of families, improving access to medical care, helping prevent worldwide fraud or protecting the integrity and speed of supply chains, innovation and automation are significant parts of our culture. While our competitors throw more bodies at a project, we apply automation to manage costs, reduce errors and deliver your results faster. We accelerate your journey throughout the digital environment – Data & AI, Integration & Applications, Business Automation, DevXOps, Test Automation, and Cybersecurity. We treat our digital deliverables like a customized product, with agile practices to deliver immediate, ongoing increases in value.

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