



**Softtek**<sup>®</sup>

**CASE STUDY** | BANKING & FINANCIAL SERVICES

# Global bank saves 20% on QA and testing with better framework and automation





# About the customer

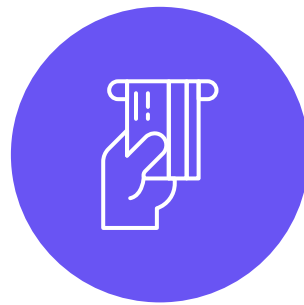
Global leader in banking, credit cards, and wealth management.



**Millions of  
customers**



**~28K points of  
contact**



**~10K ATMs**





# Business challenges

As our client increased the number of projects geared toward new offerings and operational improvements, it began suffering from service interruptions and delayed time to market caused by a lack of automation and standardization in its QA practices.

1

Eliminate defects to improve service continuity and reduce business interruptions.

2

Effectively manage QA for a large volume of projects.

3

Unify all regions of operation under a proven QA framework.

4

Automate business process testing.







# How Softtek comes into play

Softtek implemented its governance model and framework to digitalize automation workflows, KPIs, and SLAs and make them visible on real-time dashboards, giving the entire QA area transparency and easily comparable measurements.



**Testing** as a Service | **Continuous** testing | **Integration** testing | **CI/CD** pipeline transformation





# Business impact

Softtek's global delivery model proved to be particularly effective for our client, as the framework, model, and testing-as-a-service capabilities were able to penetrate all regions of operation in scope with nearly zero interruptions to business operations while improving time to market.



88% reduction to testing activities through governance implementation.



60% faster testing, accelerating time to market.



20% cost savings on testing activities under a new global QA framework.



27% increase in testing productivity through automation.



#### ABOUT SOFTTEK

Founded in 1982 by a small group of entrepreneurs, Softtek started out in Mexico providing local IT services, and today is a global leader in next-generation digital solutions. The first company to introduce the Nearshore model, Softtek helps Global 2000 organizations build their digital capabilities constantly and seamlessly, from ideation and development to execution and evolution. Its entrepreneurial drive spans 20+ countries and more than 15,000 talented professionals.

[info@softtek.com](mailto:info@softtek.com) | [softtek.com](https://softtek.com) | [privacy note](#)