



CASE STUDY / BANKING & FINANCIAL SERVICES

# Leading US bank subsidiary leverages automation to reduce QA service costs by 20%

Softtek seamlessly unifies and standardizes QA processes to improve customer experience and time-to-market.





# About the customer

Global leader in banking, credit cards, and wealth management.  
Subsidiary to top 5 US bank.



**~23M**  
Customers



**~1.5K**  
Branches



**~25K**  
Point of contact



**~9K**  
ATMs





# Business challenges



Our customer needed a responsive QA service model to transform their business & standardize SLA and SOP execution.

1

Improve Time to Market while deploying high quality

2

Enhance User Experience & reduce operative cost

3

Standardize and unify corporate QA processes, reducing waste and generating savings

# How Softtek comes into play

Softtek provided IT services to enable the Integration & Digital Transformation Center



IT services to enable the Integration & Digital Transformation Center  
Requirements analysis, component development through agile practices, agile testing, preparation to integrate DevOps tools

Monitoring and production support

Build an API infrastructure decoupled from legacy

Agile pods to manage product backlog and work on specific sprints

- Product owner
- Consolidation
- Prioritization Management

Outcome-based (no staffing)

**Softtek**

BANKING & FINANCIAL SERVICES | E-Banking Platform deployment



# Business impact

Softtek helped this financial institution improve project delivery, product performance, and time-to-market, resulting in improved customer experience and satisfaction.



**400%**  
Time to Market  
reduction

**20% cost  
reduction**  
in QA services through  
automation

**Increase**  
on Time projects delivery with  
implementation of a new managed  
services model



#### ABOUT SOFTEK

Founded in 1982, Softtek is a global company and the largest provider of IT services from Latin America. With a broad portfolio of business-transforming products and solutions, Softtek helps Global 2000 organizations evolve their digital capabilities constantly and seamlessly, from ideation and development to execution.

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