

CARDS BAU SUPPORT

PROJECT

Functional Testing for
PowerCard Production
Support

ABOUT CLIENT

Client is a leading worldwide travel,
financial and network services
Company and a much respected,
popular brand in Middle East

Client uses PowerCARD
application for its cards
business



REGION



Middle East

KEY OBJECTIVES

- Functional testing of PowerCard application
- End to end testing of functions like, Account boarding, Card Issuance, Authorizations, Transaction Processing, Fees and Charges, Billing and Statement, Delinquency Processing, Merchant Boarding, Merchant statements etc
- To cover testing of Issuer and Acquirer related functions as a part of testing

VALUE DELIVERED

- **75% Reduction** in BAU issue count, over a period of 5 months during the engagement.
- **Created Training Materials** to facilitate quick understanding of HPS PowerCARD concepts by client teams and thus creating a pool of project ready resources.
- **30% Improvement** in system performance by rigorous testing and implementing suggestions.

Approach



Verinite deployed its two card expert resources to client location to understand the existing system and assist the BAU team in their testing.



Verinite executed the testing to close out the issues related to late fee, rewards points etc. Other areas that were successfully tested included performance enhancement project, change in logic for processing refunds and payments, mass update of customer communication address, new merchant setup etc.



Verinite resources showed high level of competency in domain and technical skills to improve the quality of output of BAU team. The first-time right approach helped to reduce the number of defects failing in UAT.



Verinite team used Rapid Problem Resolution (RPR) concepts to identify and replicate the issues. Then test and deploy the fixes in production that significantly improved defect resolution turn-around time.

PROJECT DETAILS



Project Efforts: 180 Man Days



Team Size : 2



Project Schedule : 5

