SECURITY BANK CREDIT HOST (TSYS PRIME4) USER ACCEPTANCE & FUNCTIONAL REGRESSION TESTING

PROJECT

- This project was about performing User Acceptance Testing of PRIME4 on behalf of SBC to ensure functional correctness, seamless integration with existing Interfaces and making sure that there are minimum issues post migration

CHALLENGE S FOR VERINITE

- Meeting the same target completion date in spite of significant delays in getting required documents, access and VPN setup.

- Verifying large number of in-house and 3rd party interfaces within time, was a challenge as many of them were not fully ready and different turn around time during UAT phase.

CHALLENGES FOR CLIENT

- TSYS PRIME4 (Credit Host) system was new to the client and hence limited functional and system knowledge about it.

- Client had limited PRIME4 testers to perform testing.

APPROACH

Verinite quickly aligned its testing effort to conduct User Acceptance Testing to match with client's Credit Switch project plan.

Verinite prepared UAT test scenarios, test cases, Run plan and shared with the client. Once the test cases and Run plan was agreed, client sign-off was obtained.

Testing coverage was both, Issuing and Acquiring modules of PRIME4

In-scope and out of scope scenarios were discussed and documented so that there was a greater transparency.

100+ defects were raised during the execution of UAT and most of them were closed after fixes being retested.

Testing included validation of Embossing, Authorization, Settlement, Rewards, Rebates, Interest, Installments, Fees, Financial Charges, Delinquency, Collections, Chargeback,Customer alerts (SMS & Email), Merchant boarding, Issuer / Acquirer Statements, Merchant Settlement and Reports.

Verinite was driving the daily incident call and sharing the DSR for UAT to all the stakeholders to keep them updated. Reported the key concerns and blockers, so that required corrective action can soon be taken.

3500 test case coverage. Thus ensuring the complete scope of UAT and Functional Regression testing.

VALUE DELIVERED

During the UAT, Verinite suggested better solution to handle CA PIN Generation for migrated cards in PRIME 4.

Accommodated testing of additional ad-hoc test cases at a very short notice from the client which were necessary from client's perspective and for system's effective working.

Accommodated the last minute request for POS and ATM testing still maintaining the original timelines. Understanding the criticality, team completed the testing on time.

Conducted walk through of Test strategy and Run plan with SBC departments which was well appreciated by the client.

Verinite team performed handholding sessions for Batch Operations team explaining them how to execute batch jobs using PRIME job administrator and other thick client applications.

Prepared the customized reports for the client at a very short notice. There were total 38 reports delivered to the client which were very critical for the business and not available in standard PRIME4 system.

Even though there were multiple version changes and a low requirement stability index, Verinite still managed to get First time right ratio of 83.96%.