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salesforce PARTNER

Accelerating Productivity with Robust Business Processes for a Banking Major Leveraging **Salesforce**

Case study

Zensar is a Salesforce Summit Partner
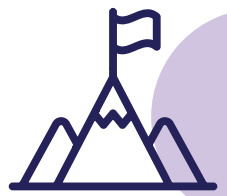
An **RPG** Company

Overview
Building robust business processes

Our client is a leading UK sustainable banking-based retail financial services organization that offers a wide range of financial services. With a changing digital environment, our client was looking for a partner to help with challenges such as manual practices, compliance issues, and inefficient release and deployment processes. With our support, the client was able to resolve its efficiency challenges and build robust business processes. Now, 100 percent SLA compliance is a given.

Challenges
Inefficiencies and non-compliance

The client's manual practices and compliance challenges led to operational inefficiencies. The client needed a solution to streamline processes and reduce the risk of non-compliance. Additionally, the client struggled with its release and deployment process, leading to delays in incident and resolution management. As a result, it wanted a partner who could provide continuous integration and development with version control to improve its overall system.

1. **Fast-Paced Work Environment**- Our client's Digital Banking Upgrade Program was fast-paced with shorter testing cycles, and further downstream during implementation, development cdelays narrowed down testing windows on many occasions.

   Our Approach - Built smart test suites focusing on business-critical testing in the early stages, which helped early detection of defects. This eventually helped in smoothening production deployments, and to date, there are no major post-production defects.

2. **Business Critical Testing in Development Sandboxes** - Open Banking Platform essentially exposes critical Bank APIs to third-party financial service providers, and testing of these APIs involves many business-critical validations, further requiring real-life validations and imitations. With a limitation to test and certify within given Development Sandboxes, it was very challenging ask to offer Quality Certification.

   Our Approach - Zensar was involved from Day 1 in all technical and compliance procedures to obtain sufficient domain and business knowledge which further helped the team to build effective API test cases mimicking real-life validations of all critical endpoints. Further, Zensar also performed very effective Performance, Load, and Stress Testing of these APIs. As a result, the deployments went smoothly, and all systems are still very stable and functional in production to date.

3. **Heavy Reliance on Manual Testing** – Our client was heavily dependent on Manual Testing processes, and there was a notable absence of Test Automation. This resulted in QA cost overheads and delays in testing cycles on many occasions.

   Our Approach - Zensar Proposed and built the Test Automation Journey for client's entire Digital Banking Platform, which resulted in significant cost savings for client post the platform's successful implementation. Zensar built a Single Master Automation Framework allowing testing on various technologies and browsers/devices.
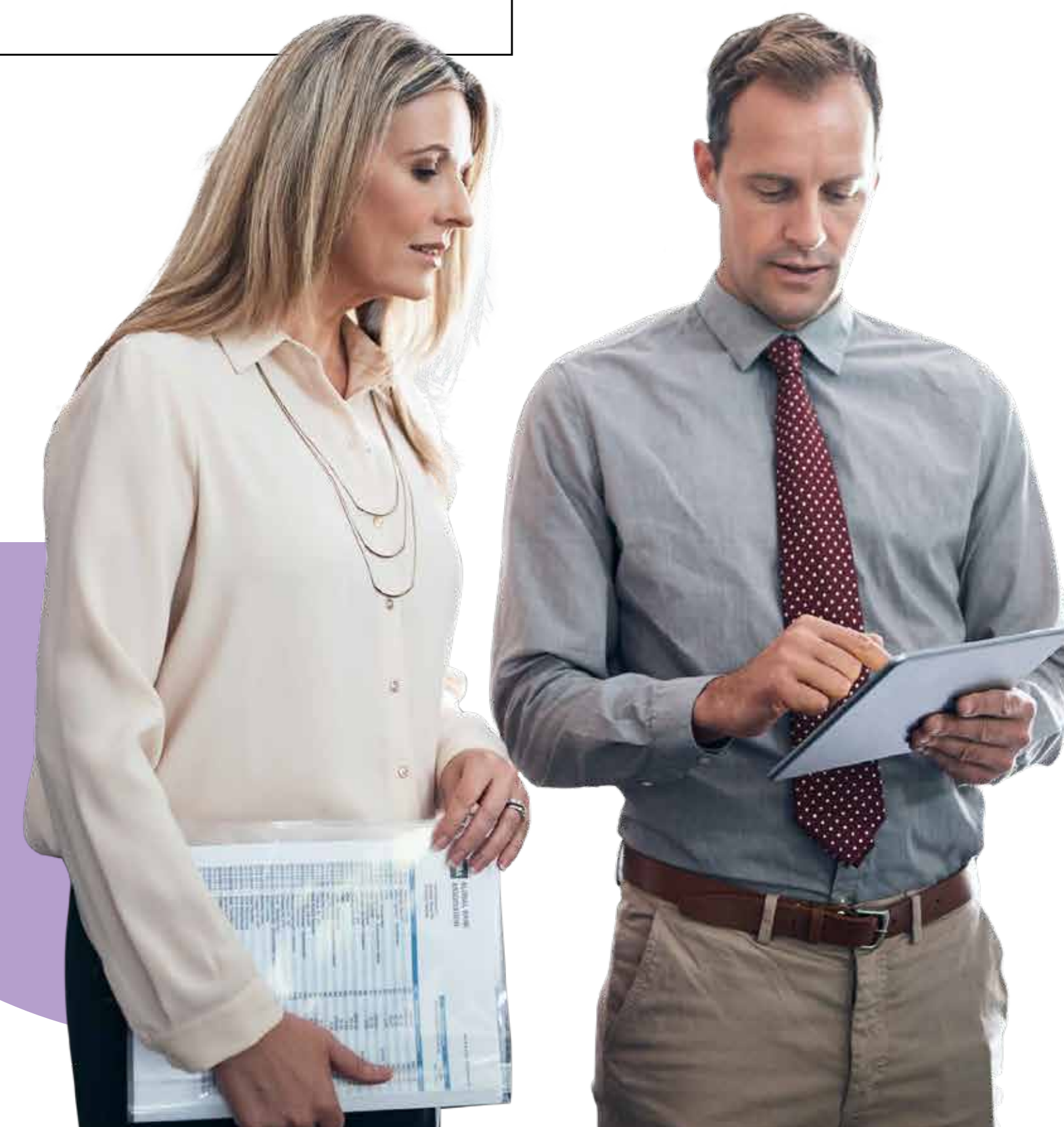
Our Solution
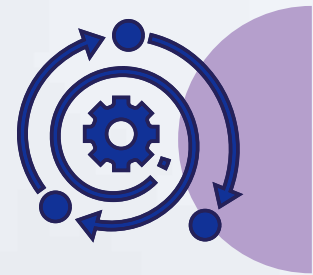**Implementing GDPR and
automating workflows and approvals**

Our team implemented GDPR in the Sales and Service
Cloud to ensure compliance with data protection
regulations. We also created a more robust system with
automated workflows and approval processes, increasing
efficiency. To streamline the release and deployment
process, we set up Jenkins along with GitHub to create an
end-to-end release management process.

With the help of our solutions, the client achieved
100 percent SLA compliance and more efficient incident
and resolution management.

**Zensar's end-to-end services
offered to the client:**

- Application Design
- Development
- Testing & Support
- Enhancement of IT systems
- Regulatory compliance

Impact
Faster release cycles,
higher productivity

Our solutions had a significant impact on the client's operations. With the implementation of GDPR and the automation of workflows and approvals, the client was able to eliminate manual processes and compliance issues. By implementing DevOps Automation in our client's banking systems, we were able to streamline the release management process by automating manual and repetitive tasks. This accelerated release updates and fixes, resulting in faster delivery of features to customers. DevOps Automation reduced the risk of errors and improved the overall quality of the client's software, leading to higher customer satisfaction.

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At Zensar, we're 'experience-led everything.' We are committed to conceptualizing, designing, engineering, marketing, and managing digital solutions and experiences for over 145 leading enterprises. Using our 3Es of experience, engineering, and engagement, we harness the power of technology, creativity, and insight to deliver impact.

Part of the $4.8 billion RPG Group, we are headquartered in Pune, India. Our 10,000+ employees work across 30+ locations worldwide, including Milpitas, Seattle, Princeton, Cape Town, London, Zurich, Singapore, and Mexico City.

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