

Background

Wholesale financing business is turning up into a hot business model for automobile companies. For the sales of vehicle those automobile companies act as finance company and sale their vehicles to the dealers on lease. Different Loan Products are issued to the dealer. Due to complexities in wholesale companies go for automated solutions which are usually customized according to their needs. This model involves wholesale automobile companies, dealers and financial institutions where multiple requirements from financial institutions are met by dealers and wholesale companies to get various loan products.

Client was an automobile company with business role of a wholesaler and finance institution. They have developed a commercial finance system to cover their needs with a help of a development partner. In order to assure the highest level of quality, Client brought in a third party independent validation partners to test their software.

Challenges

Customer wants a quality software solution which fulfills the business requirements and should be in budget and in time. That software needs to be tested by the business users and domain expert testers to achieve desired level of software quality to handle complex business logic.

Client wanted this product to be deployed in its branches in different countries where each country has its own business rules and conditions adding up to the complexity of the system.

Client also required a thorough gap analysis for the product to locate any inherent flaws in the overall system design.

Response

To meet the client's requirement User Acceptance Testing (UAT) was performed on the software by the domain expert testers. During the testing of the system different critical domain areas were tested thoroughly. This includes credit limit maintenance, maintaining the loan products and sub products, creation and approval of loan requests, advice generation by the dealer, invoice generation, cash posting, interest accrual, vehicle transfer between dealers, delinquency and default management, batch Processes, journal entries maintenance. A detailed test process was designed to support client needs where business scenarios were identified and test cases to accomplish each business scenario were written. Sample test cases were shared with the client and after incorporating the feedback a test case template was signed off with the client. Mercury Quality Center was used for test process management. Test environment was set up by Client and made accessible through a VPN connection.



At first an activity "Application Readiness check" was performed in which environment testing and application's smoke testing was performed, critical defects found in this activity were reported. Typically three rounds of iterations were performed which included bug reporting, fix validation and regression. A thorough reporting framework was developed for fault reporting, status reporting, analysis reports and closure reports. A daily test execution report, defects logging report, defects status report were shared with client and finally a closure report was sent to client.

Conclusion

UAT found multiple issues in the system which were duly fixed by the client before making the application live. Multiple rounds of testing through a thorough testing and reporting framework helped achieve the application confidence level of more than 98%. System was modified on the basis of test team reports and client got a quality product with smooth business functioning.