

THE PROBLEM

Wholesale financing business is turning up into a hot business model for automobile companies. To increase sales these automobile companies act as finance company and sale their vehicles to dealers on lease. Different Loan Products are issued to these dealers. Due to complexities in wholesale, these companies go for automated solutions which are fully to meet their needs.

Client was an automobile company with business role of a wholesaler and financial institution. They had 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 our client brought a third party independent validation partner to test their software. The product was to be deployed across a network of branches spread across the globe. Each country had a different set of regulations to be followed, which added to the complexity of the product.

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

In this case study we have addressed our experience of testing this application which involved wholesale automobile companies, dealers and financial institutions.

THE APPROACH

The client was looking for an approach which could test the product for robustness, stability and regulatory compliance. Depending on testing granularity, the client required the application to be tested by business users and domain experts to ensure the desired level of software quality.

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 included credit limit maintenance, loan product maintenance, creation and approval of loan requests, advice generation by the dealer, invoice generation, cash posting, interest accrual, vehicle transfer between dealers, delinquency, default management, batch processes and journal entries maintenance.

The team at Kualitatem designed a detailed test process encompassing test cases, test environment and resources. Test cases were mapped across each business scenario and use case. Client feedback was carefully amalgamated with the basic test case template. **Mercury Quality Center** was used for test process management. A test environment was set up at the client's site and made accessible through a VPN connection.

Firstly an activity "**Application Readiness Check**" was performed in which environment testing and application smoke testing was performed. Critical defects found in these two tests were reported. In general three rounds of iterations were performed including:

1. Bug Reporting
2. Fix Validation
3. 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.

UAT (User Acceptance Test) found multiple issues in the system which was reported to the client on regular basis. System was modified on the basis of reports accounted by test team which eventually result in the delivery of a high quality and error free product.

SUMMARY

The project carried a few challenges in the form of tight deadlines and the need for prior R&D. Our team met these challenges through following a structured and phased approach. R&D was carried out, application was analyzed and then functional testing was performed within multiple environments. Detailed supporting documentation was produced at each step to improve communication and traceability. This enabled the team to deliver precise results within time and enabled the client to launch a high quality product with reliability and confidence.