

Case Study – Process Optimization Software Development Life Cycle and Quality Assurance Testing

Customer Profile:

Leading provider of banking, wealth management services, insurance, corporate, investment banking and transaction processing services on a global basis

Employs approximately 80,000 employees who serve more than 18 million clients through offices in Canada, the U.S. and 53 other countries

Business Case:

Customer wanted to increase client satisfaction and reduce costs associated with its Software Development Life Cycle (SDLC) processes. Re-designing of Quality Assurance (QA) and SDLC processes would allow the customer to meet these business objectives by:

- Increasing product quality
- Reducing time to market
- Reducing the amount of re-work caused by production errors.

ForwardThink Group was identified as the best of class vendor to lead the QA and SDLC process optimization initiative.

Project Objectives:

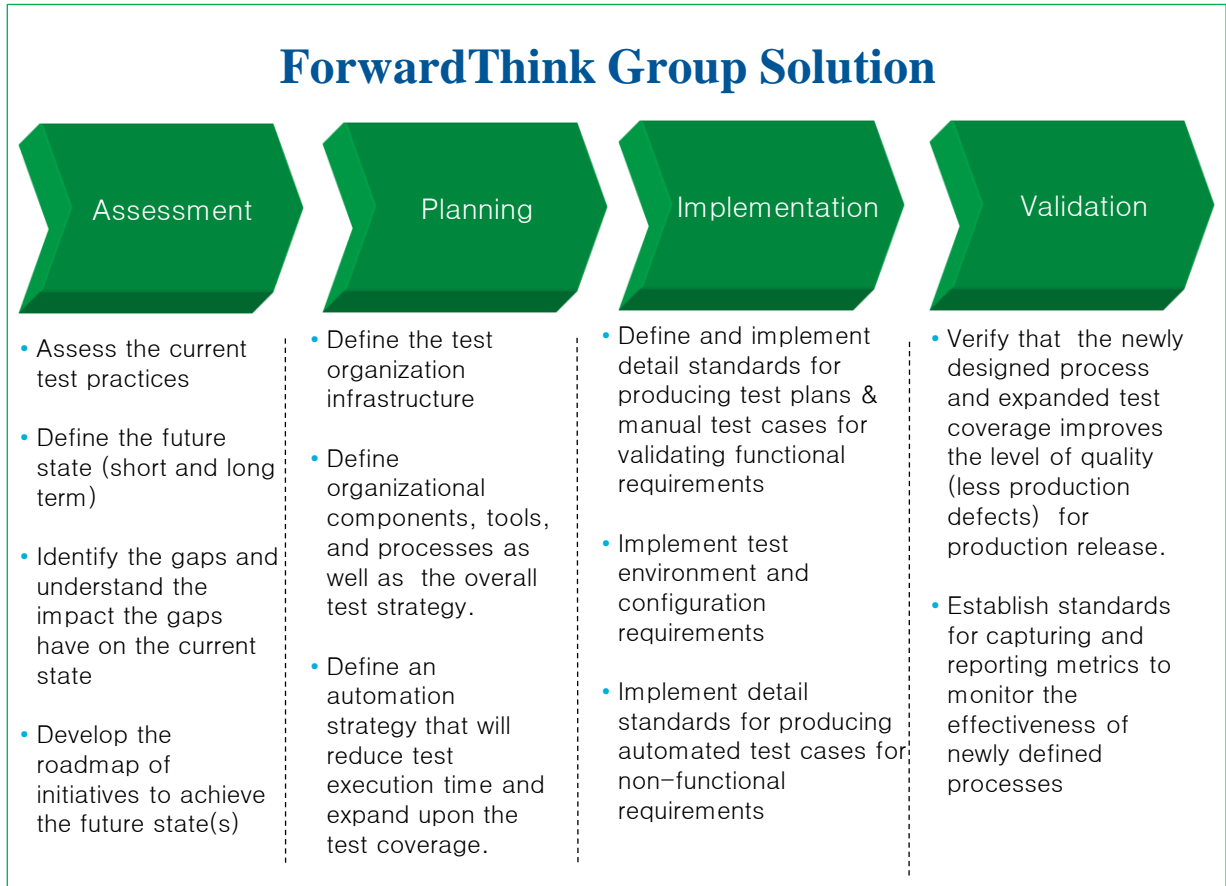
Deliver new and improved QA and SDLC processes that would improve release quality and reduce cost.

The following items were in scope:

- Assessment of existing SDLC processes and recommending changes to the existing processes
- Re-design of Quality Assurance processes, including Project Management processes & Testing Processes

Project Approach / Methodologies:

ForwardThink Group managed the entire project from Assessment to Validation. Below is an overview of the ForwardThink Group Solution.



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Key Deliverables/ Milestones:

Key project deliverables include the following:

1. Testing Process:
 - a. Strategy Document for QA testing process
 - b. Defect Management Process Definition
 - c. Defect Tracking Process
 - d. Standards for Test Case Creation and Execution
 - e. Project Plan for Test Automation

2. SDLC Process
 - a. Project Management Framework

- b. Project Management Process
- c. Definition of Roles and Responsibilities
- d. Templates supporting the SDLC Process

Best Practices:

- **Methodology** - Proven methodology that incorporates business focus, that is culturally acceptable and provides process and tools for successful implementation
- **Process** - Consensus driven process to detail current state and a pragmatic, executable roadmap for transitioning to future state
- **Thought Leadership** - Knowledge of the SDLC and QA best practices and experience in process re-engineering development and implementation

About ForwardThink Group, Inc.

ForwardThink Group, Inc., a leading consulting firm, offers a wide range of Management and IT Consultancy services to the Financial Services Industry with a special focus on Banking, Asset and Wealth Management, Capital Markets and Insurance Industries. ForwardThink Group provides solutions designed to help organizations meet the challenging business needs of today and tomorrow.

For a complete list of our solution capabilities please visit us at our website www.forwardthinkgroup.com or send us an e-mail at sales@forwardthinkgroup.com.