



Testing Center of Excellence Yields Faster Time to Revenue

EMC employs an integrated framework of industry-leading tools and processes to help IT organizations meet deadlines and deliver critical business solutions. Our approach brings together IT and line of business professionals to define requirements, accelerate decision-making, and enable strategic IT investments.

Challenge

IT organizations increasingly must focus on core competencies to optimize return on investment. Banks which offer investment services to individuals and institutions may outsource components of their operations to other banks. In this model, tasks such as generating customer statements may be non-core services of the first bank and core services of the second.

In one such situation, a large bank found that migrating its client banks' information to its own investment management platform required repeated platform testing and an unacceptable time to revenue. The bank's Executive Steering Committee realized that, while many competitors were outsourcing IT testing, they needed to develop a core competency in testing for outsourcing deals in order to grow this part of the business. They engaged EMC® Consulting for help in establishing a Testing Center of Excellence to improve on-boarding times for large outsourcing deals.

Solution

EMC consultants assessed the bank's testing organization and testing processes against industry-leading practices to develop a new testing model.

- Redefined roles and responsibilities to create a centralized model
- Developed and documented consistent processes for acceptance testing of hardware and software
- Provided tools to automate specific testing processes
- Customized testing processes to accommodate differences in outsourcing deals
- Established a new testing governance model for on-boarding new business deals

Result

Working with EMC, the bank established a centralized testing organization which provided consistency in the on-boarding process, eliminated testing redundancy, and improved time to revenue for new outsourcing deals.

Take the next step

For more information, contact your local EMC representative, call us at 1-866-464-7381, or visit our website at www.EMC.com/consulting.