

Outsource service provider

life and pensions

Fast facts:

Client: Outsource service provider of Life and Pensions

Industry: Financial services

Capita Services: Functional, user acceptance and regression testing

Executive summary

A UK provider of outsourced Life and Pensions, with a full solution for both open and closed book, chose Capita's cost efficient, high-quality testing services.

After the success of the performance testing service for the client's Children's Trust Fund, Capita's involvement was increased to include all aspects of testing on the large and business-critical SIPP project.

Capita's continuing involvement has cut costs in some testing areas by up to 50%, as well as delivering higher quality software and better management information to business users.

Challenges and goals

With an immovable launch date for the Children's Trust Fund, and a Unix and Oracle based application which was new to the UK, the client needed to prove that the system could support the expected number of accounts. The alternative would have been a serious loss of business.

Effective communication was vital from the start, with the development teams situated in various UK locations as well as India. The main goals were to cut the cost of testing, improve the quality of the deliverables, and hit tight project deadlines. With over 25 concurrent testing programmes, programme management and driving common procedures and controls were the key to achieving this goal.

Our approach

Capita's work with the client has evolved into a long-term partnership as the scope of our testing involvement has widened. After the success of the Children's Trust Fund, Capita were engaged to deal with the next major business challenge – the changes required in time for regulatory 'A' day. These changes required functional, user acceptance and regression testing of the system before the fixed deadline.

Capita ensured strong programme management and used a proven quality governance framework to deal successfully with challenges such as multiple global development teams. Mindful of the drive to achieve cost efficiencies, Capita even brought offshore testing resources on-shore to complete the fixed end date 'A' day project.

Quality Gates, managed by Capita, enforced quality and consistency in the final deliverables. By adhering to strict entry and exit criteria for each functional test script, errors in the code delivered to the UAT stage of testing were significantly reduced. Quality Gates also allowed Capita to identify elements which would benefit from automated offshore regression testing. This proactive approach is just one of the many examples of how Capita works to drive down the cost of testing and introduce greater efficiencies.

By integrating with the client's offshore development teams, Capita's partnership ensured clear communication between the business and developers resulting in the delivery of high quality software. By making sure that business requirements are accurately interpreted, software is delivered with far fewer faults to be corrected at the later functional and user acceptance testing phases.

Results and benefits

After the success in meeting the demands of 'A' day, the client's business has grown securely on core systems, rigorously tested by Capita, that are reliable and provide accurate information. Capita's business and testing expertise has resulted in quality improvement throughout the development lifecycle with the business benefit of reduced costs for the entire operation. Capita's proactive management approach has resulted in functional testing being moved offshore to reduce cost.

The business users receive timely and accurate management information by using our daily dashboards which report on the status of the testing functions, displayed in an easy to absorb graphic format.

The client has achieved cost certainty for its entire testing function, one of the original drivers for engaging with Capita, and has witnessed a 50% reduction in regression testing costs by moving the function offshore.

For further information about these services please contact:

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