Challenge

In-house software testing

Migros Bank AG is a reliable, no-nonsense, expert Swiss universal bank and full subsidiary of the MGB cooperative group. As a cooperative bank, it considers itself the friendly alternative, offering attractive banking products and terms.

“For us as a bank, it is extremely important that our core banking applications run smoothly at all times without any errors or disruptions. We cannot tolerate a single error on account of the impact this would have on customer confidence,” explains Rebecca Schadegg, Testing Team manager at Migros Bank AG.

Two years ago, prompted by a need to improve the quality of its software and exert a direct influence on testing processes, the management at Migros Bank made the decision to insource its software testing, which had previously been outsourced to an external service provider.

To this end, Schadegg set up an internal team which today has twelve members. The team is responsible for the regression testing of Finnova Banking Software, the core banking application used by Migros Bank, as well as key peripheral systems and interfaces. The bank receives updates and new functions for the Finnova software once a month, which its departments then analyse for relevance.

If the decision is taken to implement the modifications and updates, the testing team includes these in the regression tests to identify defects and possible side effects. The desired updates, sometimes up to 2,000 changes in total, are then implemented in a major release every three months – after they have been tested thoroughly.

In the run-up to the resumption of testing activities in-house, it was clear to Schadegg that the business needed a solution that would document all test cases, both manual and automated.
**Customer at a glance**

**Software**
- HPE Application Lifecycle Management
- HPE Business Process Testing
- HPE Unified Functional Testing

**HPE services**
- HPE Professional Services

**Solution**

**An end-to-end test environment**

The testers in Schedegg's team are not IT professionals, but banking experts with a thorough understanding of business processes at Migros Bank and are therefore able to create realistic test cases.

“It was therefore important to us for our testers to be able to create automated tests without an in-depth understanding of IT,” comments Schadegg.

“Ultimately, after comparing the various tools available, this was the main reason we opted for an end-to-end Hewlett Packard Enterprise (HPE) environment,” recalls Schadegg.

End-to-end support from HPE means that even some requirements management is completed in HPE Application Lifecycle Management (ALM) at Migros Bank. This is also where all the test cases are documented, irrespective of whether these have been run manually or automatically. Functional tests are created on a component basis using HPE Business Process Testing (BPT) and, if required, are automated using HPE Unified Functional Testing (UFT).

“Whilst achieving a high a level of automation is not our key aim, in the case of regression tests, we always check whether automated testing will be useful – in order to increase both testing efficiency and quality. The reason behind this is that if you always test the same thing manually, it is easy to become ‘test blind’ and overlook errors,” stresses Schadegg. “This cannot happen to a test robot such as HPE UFT, which is why we are fully behind test automation.”

HPE Professional Services supported Migros Bank with the implementation of the solution and their migration to in-house processes. “I am delighted to report that, thanks to the professional assistance of HPE Professional Services, the test team were able to hit the ground running,” comments Schadegg.

Benefits

**Test automation by banking experts, not IT experts**

Schadegg is convinced. “The standardised HPE test environment has contributed to real improvements in software quality. While it is too soon yet for reliable figures, the first three major releases that have gone live since we implemented the solution were of a very high quality. We have not experienced any serious software failures in that time. However, identifying quality problems, their potential impact on business, and rectifying these, should a failure arise, is much faster for us thanks to HPE ALM. At the end of the day, we now have much greater transparency over testing than we did before and are able to work more efficiently because all the information is available. The real advantage for us is that the test automation is being done by banking experts and not IT experts.”

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