



## Case Study

### Major Retail Bank Advisory – Quality driven IT and organisational change

**Introduction** A major retail bank recognised there were inefficiencies and inconsistencies in the way software quality was delivered across its four development divisions. They had already set-up a central quality system which was not being extensively used and wanted to deliver consistency in the quality and timeliness of deliveries across the business. The vision was a single quality driven IT organisation.

Experimentus was engaged to assess the current skills, activities and capabilities for four development divisions, create common ground for the organisations' managing and delivery of quality software, and propose an effective restructuring of the organisation.

Recommendations had to be supported by an impact analysis, time line return on investment over 12 months and meet the company's aggressive cost reduction objectives.

#### **The Challenge**

- Previous attempts to create a single delivery model had failed because some areas were unwilling to collaborate as they did not see the value of a central service
- Inconsistent use of the central resource repository of test methods and processes across the 4 development divisions. Each felt that it was not appropriate to their business and developed their own, resulting the divisions working in isolation of each other and only small pockets of good practices.
- New skills/knowledge had not been encouraged
- Duplicated resources and effort in many places,
- No effective at management of resources with resulted in some areas not having any work for 6 months
- Inconsistent use of tools, environments and reporting
- The outsource partner relationship had barriers in processes and communication preventing low cost, high quality deliveries. .

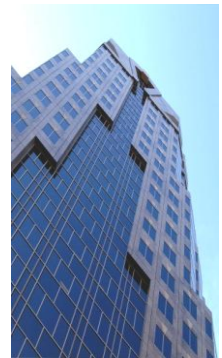
*“You've left a worthwhile and lasting legacy “*

*Senior Project Manager*

#### **Our Solution**

During the assessment and analysis people's concerns and opinions where canvassed to identify the obstacles to using the central quality system. We worked with the 4 areas to move their current opinions into a shared collaborative vision of the central service and the benefits that each area would derive from its use.

Collaboration between the areas was managed to ensure agreement on the use and shape of the new central quality system proposed by Experimentus.





**The Result**

- Implementation of a workable central quality system which enabled the development division's to work to a single vision alongside a restructure that ensured responsibility for common levels of quality was clearly defined and owned.
- Clearly defined goals for each division
- Prioritised and fully costed return on investment roadmap for implementation

**The Benefits**

- Organisation savings of over £1 million
- Reduced testing timeline by 25%
- Saving upwards of 15% of regression and automation costs
- Reduced head count
- Reduced key man dependencies
- Effective resource management

**Experimentus solutions provided**



For further information on how Experimentus can help you optimise your Software Quality Management and Test processes, please contact us:

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