

# Integrated Quality Management Solution

## The Customer

- The client is one of the investment banking houses in India. The operations of client include equity, derivative and commodity business, (institutional as well as retail) NBFC operations, Portfolio advisory services, portfolio management services.
- In absence of unified ERP solution for capital market, the individual niche vendors are playing important role in forming technological back bone of the organization.

## The Business Challenges

- The common software quality challenges were hampering business and operations dearly. Few challenges included,
  - Lack of sufficient time for verification of multiple vendor's software releases
  - Recurrence of issues in production (live) environment during business hours
  - Unexplained Delays in Go Live
  - Software generates Inaccurate information for decision making
- These challenges were taxing business very heavily. Besides poor customer servicing and loss of good will, the cash loss was also frequent due to inaccurate reports and software bugs.

## Our Solution

- AQM studied the symptoms of challenges and devised an integrated approach towards quality management of software. The approach was combination of process and technical solutions. Following points will throw light on the solutions devised for the organization.
  - A centralized quality management team was devised functioning as intermediary between end users of software, IT and software vendors.
  - The team consisted mix of business experts, process specialist and testing engineers.
  - Any requirements delivered to software vendor were delivered keeping central quality management team in loop.
  - This team validates the requirements and eliminates ambiguity from requirements. Provide impact of change on the systems. Gives acceptance criteria of software delivery from vendor. The acceptance criteria reduced requirement understanding gap and cycle time of testing on missing requirements in delivered software.
  - A strict filter of quality team approval on software was implemented to clean software from high severity defects.
  - The centralized movement of requirements, solutions and patches from the quality management team enabled the team to capture multiple MIS like schedule variations, defect density, adherence of vendor's SLA commitments

## Benefits Derived

- Benefit to Business operations
  - Software Bug free live environment (98% software defect detection in test environment)
  - 90% + time saving of end users from testing the software
- Benefits to IT team
  - Major releases were made live without delay which enhanced
- Benefits to Management
  - MIS provided visibility into exact place and nature of problem
  - MIS enabled management assign SLA on software vendors

## About AQM

AQM is a global software quality management expert composed of experts specializing in software process management and quality assurance. Our company includes experts in areas of banking, financial services, insurance, risk and compliance, technology effectiveness, investigations and quality assurance. Our consultants have deep insights on par with the thought leaders of the world. We are more accessible, adept and cost effective.