

Vantiv Speeds Time to Market, Shortens Test Execution Time & Increases Risk Coverage by 90% with Tricentis Tosca



"In a digital economy where fintech firms are disrupting established business models by redefining customer experience and business processes, time to market is key. Automating Vantiv's testing exponentially decreased our test windows, significantly improving both time to market and reliability. It has been a key differentiator."

Sujit Unni, Vice President of IT

About Vantiv

Vantiv is a U.S. based financial services company that provides payment processing solutions and technology services, processing 25 billion payment transactions annually (over \$930 billion in volume) for merchants and financial institutions. Vantiv supports over 800,000 merchant locations and around 1,400 financial institutions. Vantiv is the second-largest merchant acquirer and the largest PIN debit acquirer based on the number of transactions in the U.S.

Business Setting

Payments is an extremely complex industry that is rapidly-evolving in response to technology disruption and demand for new capabilities. Vantiv is a high-growth company that recently underwent a transformation which directly impacted how they develop and deliver their payment processing solutions. Part of this transformation included a large scale adoption of agile best practices and methodology. This shift also required testing to become faster, more reliable, and more predictable. The need

for regression testing and test automation quickly became apparent.

Key Requirements

The initial goal in the automation journey was for Vantiv to identify their automation needs and select a tool that best fulfilled their goals. Their ultimate goal was to deliver a centralized suite of automated regression tests and a flexible enterprise test data management strategy for a collaborative enterprise-wide QA team comprised of 100 individual resources. The right tool had to meet the following criteria:

- Increase the overall quality of testing
- Improve risk-based coverage for regression testing
- Reduce execution time & manual testing effort
- Integrate automation into an iterative development process
- Integrate with Vantiv's requirement, defect and build tools
- Implement Continuous Integration and Continuous Testing
- Allow easy refactoring of automated test cases

- Automation objects must be identifiable independently of their screen location
- Allow unattended execution with the ability to recover from failures

Key Business Challenges

- Large regression suites could not be fully executed manually; even partial coverage took several weeks
- Testing depended on inconsistent existing test data because creating new test data was too time-consuming
- Tens of thousands of manual test cases in HP ALM were defined in ways that led to misinterpretation and inconsistent execution with unknown risk coverage
- Production release cycles had to be extended to accommodate long manual regression test cycles
- If defects were found, additional testing was conducted, but did not provide a proactive solution
- Could not complete satisfactory end to end testing due to time constraints

The Tricentis Solution

Tricentis was engaged to conduct a pilot. The pilot was completed on time and a roadmap for strategic automation of key applications was created. This pilot was 100% successful in the automation of key applications. Vantiv decided to start with 15 licenses of Tricentis Tosca as their automation solution.

Vantiv implemented all capabilities of Tricentis Tosca:

- Module-Based Test Automation
- Manual Testing
- Risk-Based Testing
- Test Data Management
- API Engine
- Excel Engine
- Database Access
- Exploratory Testing
- Orchestrated Service Virtualization (in progress)
- Big Data Testing (in progress)

Following the purchase, Vantiv moved on to the bigger initiatives of improving regression testing risk coverage & continuous integration. An enterprise rollout plan was established as well as a roadmap for automation of regression backlog items for strategic applications. Tricentis partnered with Vantiv to provide support and guidance during the implementation of Tricentis Tosca across many different technologies.

Key Benefits

Time to Market

- Reduced execution time of regression testing by ~90%
- Continuous Testing demonstrated
- Automated End to End Testing
- Higher number of releases per year

Improved Quality & Risk Coverage

- Reduced test redundancy with risk-based test case design
- Implemented risk based testing
- Improved risk coverage by ~90%

Test Data Management

- Leveraged Tricentis Tosca TDM (non DB)
- Improved test data consistency
- Reduced dependency on upstream / downstream applications

Key Accomplishments & Results

"We have made huge strides in Test Automation over the last year by rolling out Tricentis Tosca enterprise wide. We not only automated regression suites, but also went a step further in demonstrating Continuous Integration and Continuous Testing... and now we're moving towards Continuous Delivery. This brought significant improvements in speed to market and confidence in the quality of our deliverables."

Raj Kanuparth
Head of Enterprise Quality Assurance team

Other key accomplishments include:

- More than 15 applications are currently using Tricentis Tosca for automation.
- All critical applications have automated regression test suites completed or in progress.
- Regression Automation helped uncover defects not found in manual testing. This prevented major customer disruptions.
- Demonstrated Continuous Testing with the ability to distribute execution and schedule regression testing.
- Achieved automation with the current QA resources, thanks to Tricentis Tosca's ease of use.
- Quickly created test data for all testing cycles (Regression, UAT, Performance).■

After the initial implementation, the QA users could successfully execute and expand on the provided test portfolio as well as perform test data management by themselves.

About Tricentis

Tricentis, the Continuous Testing Company, specializes in market leading agile software testing tools for enterprises. We help Global 2000 companies adopt DevOps and gain success by achieving automation rates of over 90%. Top analysts recognize Tricentis as a leader in Software Test Automation, with Model-based Test Automation and Test Case Design as standout features.

Our 400+ customers include global names from the Top 500 brands such as A&E, Allianz, Deutsche Bank, HBO, JetBlue, Orange, Swiss Re, Telstra, Toyota, UBS, Vantiv, Virgin Airlines, and Zurich Insurance. Tricentis has offices in Austria, United States, Germany, Switzerland, UK, Netherlands, Poland, and Australia.