



# Delivering Testing Services to a European Transfer Agency

Putting our client's reputation first

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# Delivering Testing Services to a European Transfer Agency

## Putting our client's reputation first

In 2012 we were contracted by a large Asset Servicing company in Edinburgh to deliver Testing Services for its European Transfer Agency division. This involved setting up and staffing teams in multiple locations across Europe while rolling out identical quality processes to be followed by all staff. With a consistent and constant flow of projects delivering both new applications and versions of applications for live environments,

our aim was to introduce 2i quality processes to reduce the amount of defects in these deliveries, saving the business money and reputation. This aim was challenged by delivery, change management, environment management and requirements gathering sitting at a different level of maturity than the process we were trying to deliver.

- We introduced full software delivery lifecycle planning, requirements reviews, iterative multi-layered test levels and structured progress and status reports to improve existing processes to the point where they could support the core delivery of our Testing Services.
- We became fully immersed in our client's business, integrating with company staff and became trusted partners in the delivery process due to our extensive knowledge of both testing and the business area.
- We provided a legacy that included mature processes, industry standard templates and documentation as well as thousands of business approved test scripts.

“Through our knowledge, processes and innovation 2i became the trusted testing partner of a global investment bank ”

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