Thinks⬤ft

SOFTWARE RELIABILITY MANAGEMENT
FOR BANKING AND FINANCIAL SERVICES
ORGANIZATIONS WORLDWIDE

CONSULTING ● TESTING ● USER SUPPORT

Thinksoft Global Services

Originating as a consulting boutique in 1991, Thinksoft is today India's largest niche I.T services organization providing independent Software Reliability Management Services to banking and financial services organizations worldwide.
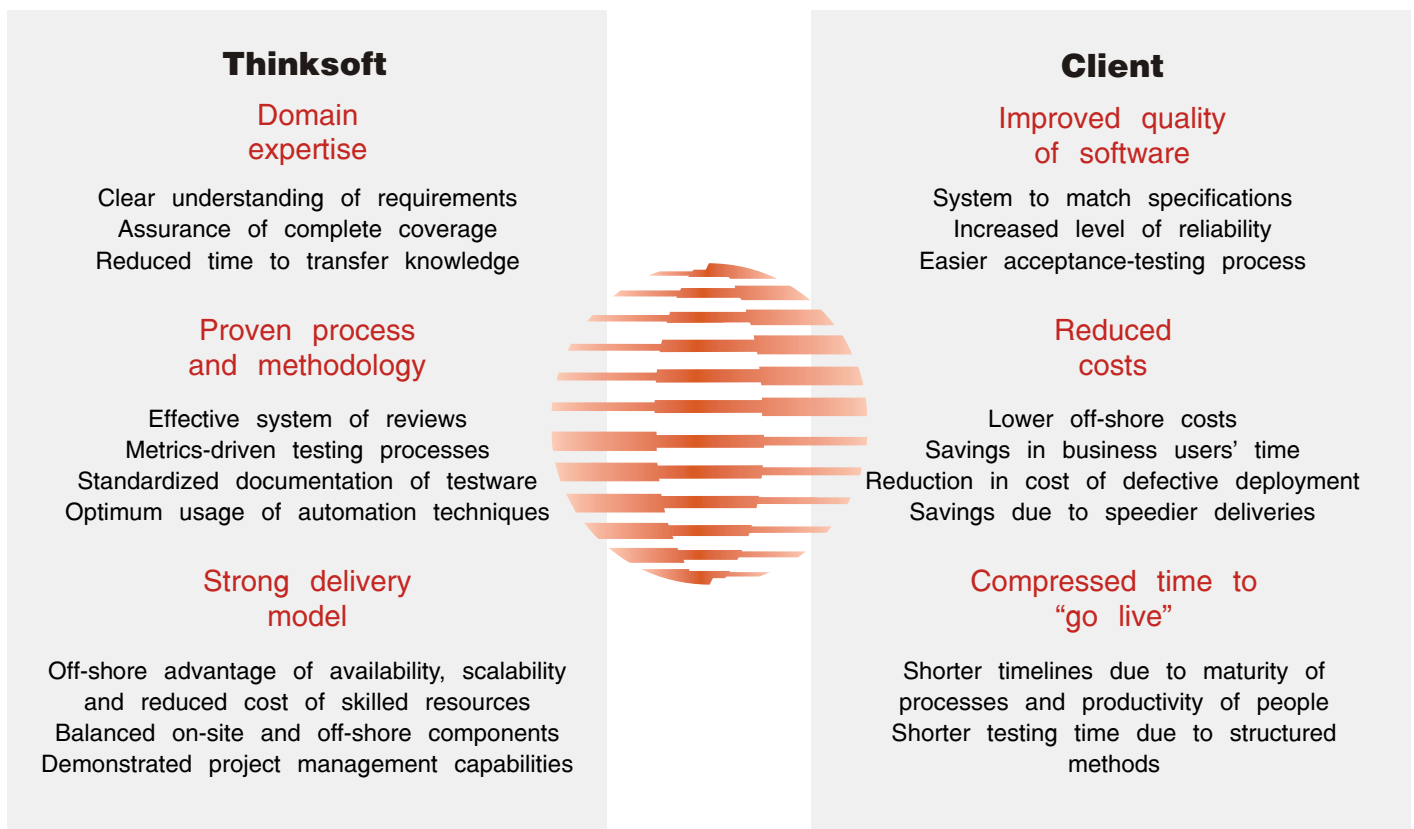
Thinksoft has thoroughly trained, ready-to-go delivery teams, with the right mix of experience, talent, knowledge and skills necessary to deliver customer satisfaction on a continuous basis. Robust project management skills combined with a balanced utilization of on-site and off-shore capabilities, has resulted in enduring client relationships.

We build and operate dedicated India-based testing labs for our customers, and ensure secure and confidential services using the latest data communication technologies.

By consistently orchestrating and choreographing complex testing projects spanning various segments in the banking and financial services industry, time zones and work cultures, we have established a track record of successful project deliveries in USA, UK, Europe, India and Asia-Pacific. Our client roster includes Citigroup, Deutsche Bank, GE Capital Services and Morgan Stanley.

Our unique value proposition built on our domain expertise in the Banking and Financial Services arena, our proven Testing Methodologies and our Delivery Model, helps our customers to significantly improve the quality of their software, control the cost of testing and compress project time lines.

Thinksoft Value Proposition

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Domain expertise

Clear understanding of requirements
Assurance of complete coverage
Reduced time to transfer knowledge

Proven process and methodology

Effective system of reviews
Metrics-driven testing processes
Standardized documentation of testware
Optimum usage of automation techniques

Strong delivery model

Off-shore advantage of availability, scalability and reduced cost of skilled resources
Balanced on-site and off-shore components
Demonstrated project management capabilities

Client

Improved quality of software

System to match specifications
Increased level of reliability
Easier acceptance-testing process

Reduced costs

Lower off-shore costs
Savings in business users' time
Reduction in cost of defective deployment
Savings due to speedier deliveries

Compressed time to "go live"

Shorter timelines due to maturity of processes and productivity of people
Shorter testing time due to structured methods

Our unique value proposition helps our customers to significantly improve the quality of their software, control the costs of testing and compress project timelines.

Services

Our range of services addresses the software reliability needs at various stages in the software development and deployment cycle viz. consulting, testing and user support.

Consulting

Thinksoft provides consulting services in business analysis, process mapping and definition of business requirements and functional specifications across a gamut of banking and financial services segments - Private Banking, Credit Cards, Loan Products, Retail Banking, Investment Banking, Mutual Funds, Brokerage and Payment systems.

Our domain knowledge and expertise in these segments translates into immediate benefits for the client, due to a high quality of understanding and interpretation, reduced time for knowledge transfer and complete and in-depth coverage of the client's system.

Our Subject Matter Experts and Business Analysts also ensure the quality of the test project deliverables by assimilating the project's functional requirements, conducting training, participating in review activities and interacting with the client, on a need basis.
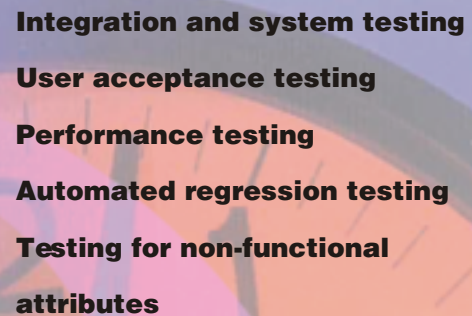
Domain Expertise

Private banking

Credit cards

Loan products

Retail banking

Investment banking

CRM

Mutual funds

Brokerage

Payment systems

Software Testing

Thinksoft's Software Verification and Validation services cover Integration and Systems Testing, User Acceptance Testing and Performance Testing with respect to various non-functional attributes, for legacy, client-server and web applications.

Thinksoft works with customers to develop automation strategies for function and performance testing, and provides expertise and resources for specific industry-standard test automation tool suites.

Testing Service Offerings

Integration and system testing

User acceptance testing

Performance testing

Automated regression testing

Testing for non-functional

attributes

Integration and Systems Testing (IST)

Thinksoft works with either the client's Information Systems departments, or the Information Systems or Product vendors, to carry out IST projects.

During the test preparation process, our team uses the system specification documents and associated project records as a baseline to determine the scenarios, and creates test conditions, cases, scripts and test data required to ensure full coverage of the application's detailed functionality. This is followed by the test execution phase, in which simulated data in a controlled test environment is used to verify interfaces and component integration.

Our domain knowledge and expertise in the banking and financial services segments, translates into immediate benefits for our clients.

Finally, using pre-determined test stoppage criteria, we bring the projects to a successful closure within the stipulated time lines.

The success of this service offering is reflected in the fact that many clients who started off with a pilot project, ended up commissioning long-term contracts for continuous testing of system releases.

Thinksoft has, in many cases, automated the regression-testing component of projects, resulting in additional cost and schedule payoffs to clients.

User Acceptance Testing (UAT)

Our domain proficiency has led our clients to encourage their business divisions to engage with us right from the requirements definition stage. This enables them to effectively participate in and manage the user acceptance testing process.

The Business Requirements document is taken as a baseline, and the Black Box approach is used to produce full-coverage end-to-end test cases.

In-house tools are deployed to help in the creation of test beds which mirror the production data environment.

Critical defects uncovered by our test teams, has resulted in our customers avoiding huge direct and indirect costs associated with the release of defective software. It is not surprising that their managements are now convinced that investments in out-sourcing of user acceptance testing, are more than justified.

Performance Testing

Thinksoft has experience in assignments involving testing of the non-functional aspects of software applications such as Scalability, Reliability, Security, Usability, Recovery, Concurrency, Non-repudiation and Configuration. We have a strong track record in Automated Performance Testing using industry-standard tool suites. Both domain knowledge and

technical skills are brought into play here, to help clients diagnose and clear their application bottlenecks, much before release of the application for production and regular use.

On many occasions, we have been able to make concrete suggestions to make the applications more secure, faster, and easier to use.

User Support

Thinksoft provides support services for clients in documentation, training, and product roll-out support.

Our Technical Writers, with the help of Subject Matter Experts, document the business requirements and functional specifications, and create user manuals, process manuals and other technical documents. Our team also provides training and implementation support to users during product or application roll-out.

User Support Services

User manual

Operations manual

User training

Product roll-out support

Critical defects uncovered by our test teams, has resulted in our customers avoiding huge direct and indirect costs associated with the release of defective software.

Test Methodology

Thinksoft's proven Seven Step Test Methodology has evolved from the best practices in a wide variety of successful testing projects.

Proposal for Engagement defines the terms of reference, customer expectations on project commitments, and the overall project framework.

Knowledge Transfer is a critical step, which ensures that the domain knowledge of the testing team is augmented by the customer, or project-specific product knowledge.

Test Preparation, by running in parallel with the development activity, improves the overall project turn-around time.

Test Execution saves substantial user-time by the deployment of experienced test engineers, who also help the business users in a final round of testing, if required.
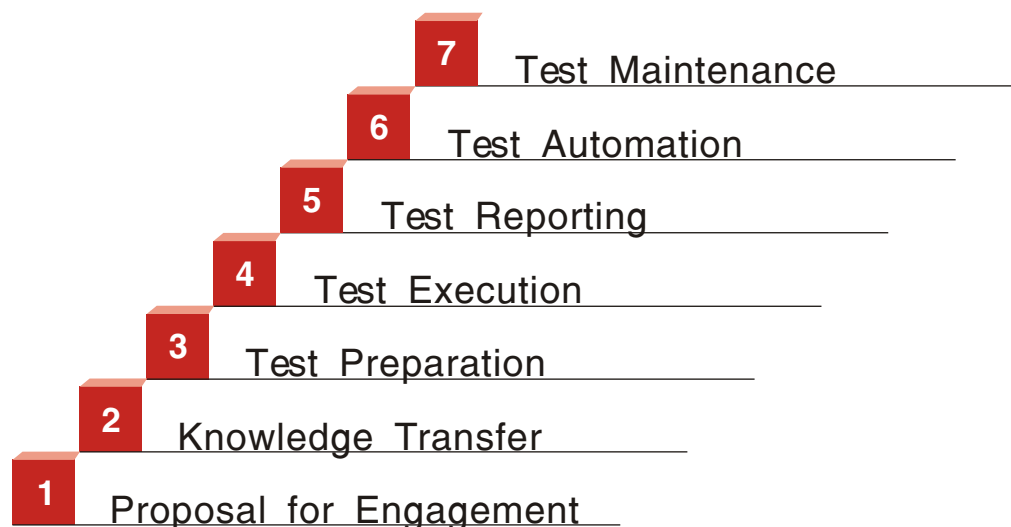
Test Reporting tracks defects systematically to closure, provides test reports, summaries, status reports and metrics, helps in evaluating test completion criteria, and serves as an excellent audit trail.

Test Automation multiplies project productivity by automating the regression testing process. Performance testing using powerful tools provides great value addition.

Test Maintenance provides a steady and stable framework for moving towards long-term partnerships with customers to manage all testing requirements.

A documented Project Interaction Model, agreed to at the beginning of a project, governs all communication and review processes, defines clear roles and responsibilities for all stake-holders, and facilitates the smooth progress of the project. Checklists, guidelines, templates and a system of reviews, associated with the testing process, help to shorten the learning curve and boost the productivity of the testing team.

Our process is flexible and accommodates a combination of on-site and off-shore delivery efforts, provides end-to-end testing support for product roll-out, minimizes project risk, and enables the building of long-term partnerships with clients.

7 Test Maintenance

6 Test Automation

5 Test Reporting

4 Test Execution

3 Test Preparation

2 Knowledge Transfer

1 Proposal for Engagement

Our mature process minimizes project risk, and enables
the building of long-term partnerships with clients.

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