Case Study

Pump

1. Executive Summary

A leading Australian retail bank conducted a productivity assessment and found that by automating regression tests with Pump, they could reduce the amount of time to execute testing by over 95%. Automation via Pump reduced the number of testing days from 160 days to just 4, and also helped the bank realise further savings by avoiding any call costs using Pump's on-premise solution.

With the ability and flexibility to run the regression suite on demand, more frequently, and with cost certainty, the bank was able to ensure the resiliency and stability of their contact centre, and have complete confidence in their caller's customer experience.

2. The Situation

The Bank's contact centre receives over 100 million calls per year, 80% of which are handled by the IVR. The regression suite itself comprised of almost 300 test cases and to execute these manually added 3-4 weeks to a project's timeline. With the high volume of projects planned for the year, as well as numerous ongoing BAU changes, a significant amount of cost and time was consumed by the testing function.

3. The Solution

Byte installed an on-premise edition of Pump on a 12 month unlimited use basis, of up to 500 concurrent calls and 10 calls per second (CAPS). The Bank's test and operations teams were also trained in how to develop and input their own test cases in to Pump, reducing the reliance on external professional services resources.

Because Pump is fully scalable and can execute test sets at a low or high number of concurrent calls (up to 10,000 and 100 CAPS), the same test scripts could be used for regular health-check monitoring as well as performance testing.

4. Implementation and Results

The Pump solution had to meet certain criteria:

1. Real time reporting – automated monitoring as per a pre-defined schedule, with results displayed on a wallboard/ dashboard
2. Alarming and monitoring – failed test cases resulting in a platform alarm being triggered via SMS, email, SNMP etc

3. Align with the Bank's Agile and Continuous Improvement methodology- the speed at which new changes can be tested had to align with shorter sprint cycles

The Pump solution was able to be installed in just a few days and immediately showed value in helping pinpoint the root cause of an open incident, by replicating the issue and enabling the bank's engineers to identify a hardware fault through Pump's detailed logging and data captures. The tool is also planned to be used to regression test all the Bank's upcoming projects as well as any BAU issues or changes.

Pump was also used for ongoing health-check monitoring of the Bank's IVR, with the results streamed in real time to a wallboard within their Operations centre. Alarms were also configured to trigger email/ SMS/ SNMP alerts in the event of any failed calls, giving them up to data analysis of the state of the platform.

5. Summary

By utilising Pump to automate the Bank's extensive regression testing suite, they were able to save over 155 days of effort alone, as well as realising the efficiency of re-using these test cases across other test functions such as performance testing. And all under a fixed license cost with no call charges.

With Pump also continually monitoring the health of the IVR, the Bank also had full visibility of their platform's operational state and full confidence in the experience of each of their customer's interactions.

6. Key Statistics

- Productivity savings of up to 95% in reduced testing time
- Cost savings of around $500K pa