



Case Study

One of the world's leading providers of investment, asset and fund management, and administration maximized their ROI with knowledge transfer of quality assurance best practices and methodology

Client:

A Leading Provider of Investment Management, Asset and Fund Administration, and Banking Solutions

Industry:

Financial Services

Service Offering:

Staffing Services

- Applications Staffing Services

Component Services

- Application Services

- Quality Assurance & Testing



The Situation: One of the world's leading providers of investment management, asset and fund administration, and banking solutions was looking for an experienced and trustworthy partner to provide quality assurance testing and mentorship for its new virtual family office platform. In addition to its services for corporations and institutions, the client supports high net worth clients worldwide and helps more than 20 percent of the Forbes 400 wealthiest families effectively address their financial goals. With more than \$2.6 trillion in assets under administration and \$589 billion in assets under management, the client keeps pace in the highly competitive industry through its ongoing development of innovative products and technology.

The Challenge: The client was preparing to test its latest technology enhancement, a virtual family office, that had been in planning and development for two years. The virtual family office takes the traditional family office one step further by eliminating the need for a large physical office space and reducing the chaos of pulling a family's financial data into one concise balance sheet. In this unique web-based portal, a family's financial data is integrated from all of its assets to provide a complete and up-to-date picture of a family's financial record. The client's IT department did not have a matured quality assurance practice and needed assistance in testing the virtual family office platform to ensure its viability before releasing the application into production. The client was also looking for a partner that was able to mentor its IT department on quality assurance best practices and methodology.

The Response: As a premier provider of technology staffing and services, TEKsystems® and its Quality Assurance & Testing practice offered a more comprehensive service than pure staffing services. As a preferred vendor to the client for the previous eight years, TEKsystems stood out by consistently providing excellent resources in all areas of information technology and communications. The client was comfortable that the



TEKsystems team could handle a project of this magnitude. In addition, TEKsystems' plan for "managed staffing" included the knowledge transfer of quality assurance best practices, and provided the footing that the client's IT department would need for future projects. Working with the client to identify the project's specific needs, the TEKsystems team created a complete test plan, which was then delivered by a QA lead and three QA analysts. Always there to support the project was TEKsystems' expert staff of QA directors. The six-week initial engagement led to possible follow-up work on subsequent virtual family office releases.

The Result: Throughout the project, TEKsystems was able to provide resources that exceeded the client's expectations. The TEKsystems team responded exceptionally when the project nearly doubled in size compared to its original scope. The project was delivered on time, and the TEKsystems team left the client with a better understanding of quality assurance and the gaps in its previous quality assurance practices. The detailed test scripts that were created will allow the client to maintain its initial go-live dates and will increase the overall quality of future application releases. This, in turn, will create a significant return on the client's investment by minimizing the time needed to test each application before it goes into production.