



Company Background:

One of the largest capitalized Non Banking Finance Companies (NBFC) in the world with 800+ branches, 2 million customers and growing at 50,000 customers per month. The company follows a relationship led, community based business model with close proximity & engagement with the customer to effectively reach out to them.

Scenario:

Business Process Management Suite (BPMS) enables companies to model, deploy and manage mission-critical business processes that span multiple enterprise applications, corporate departments, and business partners.

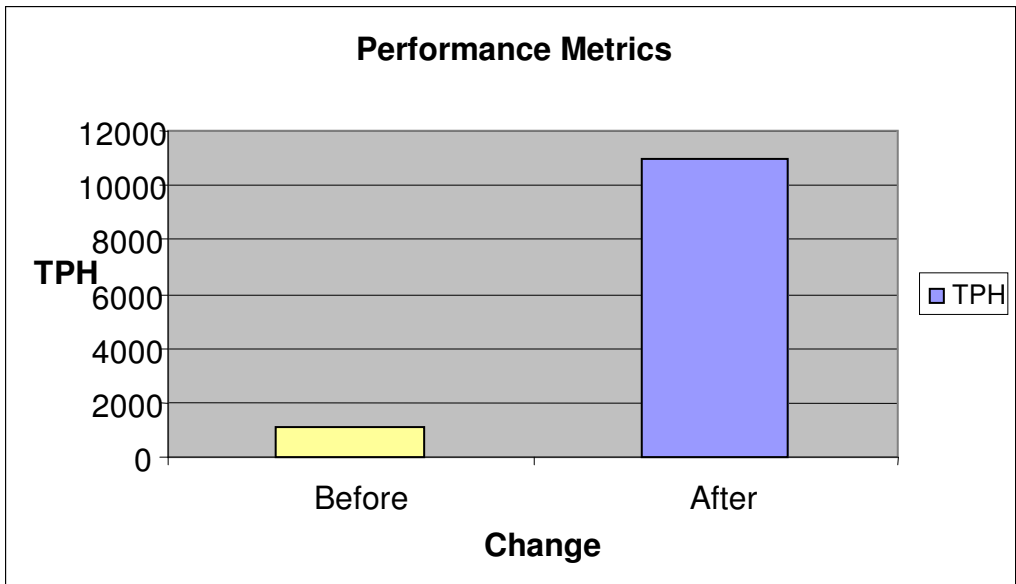
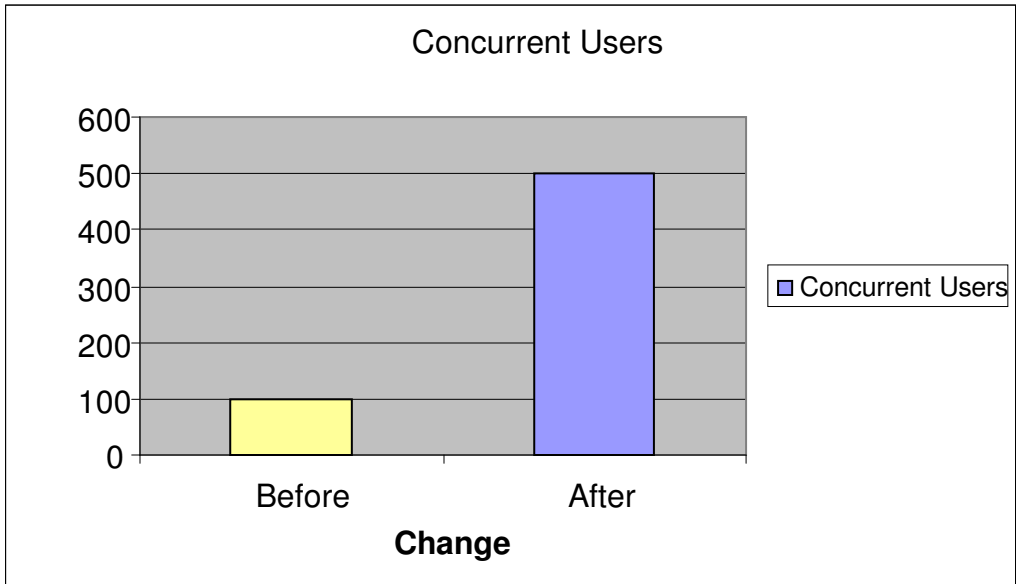
NBFC had implemented a well known Business Process Management solution for its Core application, the entire range of processes including loan origination and booking, collections and prospect tracking (CRM), loan against collateral and early warning processes.

Problem:

After initial launch the online application became popular and gained momentum amongst its agents and users. With the popularity and growth came some pain. The Company was faced with the problem of slow access and disconnection during the end of the month, which was a traditional peak period for this product. Further, the company was growing very fast adding 50,000 customers per month and rapidly opening new branches. IT team was under pressure to quickly de-bottleneck the application and improve its scalability. QUALITYKIOSK was given the mandate to perform the root cause analysis and help in making the system scalable.

Solution:

QUALITYKIOSK first understood the customer usage patterns, customer experience and expectations. QUALITYKIOSK performed a thorough analysis of their application performance by creating customer scenarios, generating traffic to expose the weakness in the system, assisting development team in identifying the root cause, re-testing to confirm fixes. More than twenty rounds of testing were carried out spread over 60 days to fully optimize the system. The Client had selected a tool from Borland Software called Silk Performer. QualityKiosk's unique Performance Testing methodology encompassing Load-Stress-Soak-Aging-Failover-WAN testing ensured that comprehensive end-to-end Customer and Agent scenarios were generated and tested. The application continued to scale with subsequent iteration until a saturation point was reached.



Conclusion:

- QUALITYKIOSK was able to scale the system 10 fold and achieve the objective
- Client was able to reuse existing hardware and software to meet their Performance requirements.
- Client saved \$350,000 on purchase of additional hardware and software expenses to meet growing business needs.
- QUALITYKIOSK's cost effective Performance testing delivered instant ROI to Client.