



**Client Name:** Euroclear

**Industry:** Financial Services

**Project:** Test team continuous improvement

## Summary

**Euroclear is a leading securities settlement service provider to financial services institutions in over 90 countries. Their systems are predominantly mainframe-based processing batches of messages received from their clients with updates applied every quarter.**

The Euroclear IT Board have been looking into ways in which they can improve speed to market and have identified the time and effort needed to complete the testing of a release as an area that could be improved. However, they do understand that these are extremely complex systems processing millions of transactions a day and system failures have a major impact on the company's reputation. Therefore, any changes must not increase risk.

The IT Board asked the test team to see what improvements might be made, but also decided that it would be beneficial to bring an external testing specialist on board to add their ideas and experience to ensure that industry best practice was delivered.

As TSG have been providing testing resources to Euroclear for some years, TSG were asked to help define and implement a programme of improvements for the next growth period of the business.

## The Challenge

To facilitate a successful outcome at project kick-off TSG facilitated a workshop where all of the members of the existing test team were given an open opportunity to say:

- What they thought was wrong.
- What they thought could or should be done to reduce the elapsed time.
- What they perceived the required would be effort needed for testing without impacting quality.

TSG collated the results into three main areas: people, processes, and test assets, then held a follow-up workshop where all of the suggestions were reviewed and a list of improvements agreed.

The TSG consultants then worked with the Euroclear management, who were identified as the owners of the improvements, to define an action plan and schedule. The key improvements were:

- Simplify and standardise reporting - The existing reports were a collection of data, so TSG recommended that this should be changed to provide information, simplified the reporting format using a TSG template, agreed on it with the stakeholders and rolled it out.
- Get new starters up to speed quickly - Typically, new starters were given some basic training, then left to find things out for themselves. The agreed improvement was to prepare a new starter guide, so a TSG consultant collated useful information from both Euroclear and TSG best practice libraries, created the guide and piloted on two new testers.
- Refocus UAT - TSG identified that UAT had become a check that system test had been done properly rather than confirming that the system was fit for Euroclear's customers to perform their readiness tests. TSG recommended and helped Euroclear implement UAT that replicates live service by processing bulk transactions and checking results rather than the limited choreographed tests currently being used.

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## Benefits

Euroclear were able to realise the following benefits:

- Previously, the weekly test report had taken the test lead between 4 and 8 hours to prepare which impacted their ability to support their team. The new report format, along with some new Quality Centre reports, reduced this activity to less than an hour.
- On average, new starters were taking around four weeks to become fully productive and could waste several hours each day waiting for someone to be available to help. The new starter guide helped reduce this initial period to around two weeks while significantly reducing the daily impact on the team members who would be asked to provide assistance.
- The key benefits from the UAT improvement were that the test team were able to find major defects earlier in the lifecycle (and therefore get them fixed quicker) and that by taking this risk-based approach, they could assure the stakeholders that the systems were fit for purpose earlier. While this didn't mean there wouldn't be any problems, they were likely to be at a lower level of severity.



If you would like to know more about TSG or any of our solutions please contact us on: Tel: +44(0)20 7469 1500 or email [contact@tsgconsulting.co.uk](mailto:contact@tsgconsulting.co.uk)

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