

# TSG – Case study

- Client:** Fiserv
- Industry:** IT software provider – Financial services
- Project:** Agiliti programme creating the first banking back office solution as SaaS

## Summary

**Fiserv is a US-headquartered provider of financial services technology with a reported revenue of US\$ 5.51 billion in 2016.**

Fiserv's European, Middle East and African division in West London was tasked with creating the award-winning Agiliti cloud-based SaaS solution, providing a banking back office "out of the box" for credit unions and smaller financial institutions. The Agiliti solution had the potential to lower the market entry threshold for innovative FinTech companies and Credit Unions significantly. One example is Tandem Bank, whose integration into Agiliti and TSYS were supported by TSG.

## The Challenge

Fiserv owned a selection of individual components such as Signature (a transaction engine), Aperio (a call-centre workflow application), Teller (a banking branch platform), fraud management and Digital Access (online and internet banking platform) which were integrated into a cloud platform to form the core Agiliti platform. A number of 3rd parties like Experian, Wolters Kluwers compliance reporting and the TSYS cards payments platform needed to be integrated as well.

Due to the time constraints of the project, we were asked to mobilise quickly providing consultants with the right skills, expertise and experience of working across continents to make an immediate impact on the project.

We strategically advised and supplied hands-on support to the programme from day one, delivering



Test management and offshore team operational leadership for all functional, integration and acceptance testing.

**We also test managed the migration of Fiserv's clients onto the Agiliti platform.**

Given the novelty of the offering and that Fiserv was building its first cloud-based platform, a number of internal testing processes needed to be defined or adopted. The offshore team required up-skilling, which was achieved by Skype For Business training as well as visits to the Fiserv's various offshore sites in India.

The integration of 3rd party providers required Fiserv to customise its core services to large-scale organisations including the sponsor bank, Vocalink, Experian and TSYS.

Given the aggressive time-to-market deadlines, a mature testing process with best practice test reporting was required as quickly as possible. Senior Agiliti management received daily briefings on the testing progress, defect status and trends. The QA and testing metrics which were a key input to drive the programme management decisions.

We advised on the environment specifications, builds and integration into the numerous interfaces (actual and simulated). Given the complexity of the Agiliti solution, environment provision and proving was both critical and challenging.

Performance testing in a cloud environment was also a new challenge for Fiserv and conducted on the advice of one of our senior performance testing experts.




Integration of TSYS card management and Agiliti was a key requirement for Fiserv's client Bank to commence its business operation, for which we provided the end-to-end test management and offshore team leadership.

## Benefits

Fiserv successfully onboarded a traditional bank, a FinTech and a number of Credit Unions onto the Agiliti platform.

The Agiliti platform was awarded The Innovators 2015 Global Finance Award, based on its potential to transform transaction services.



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)

**We are Testing Solutions Group.**

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