CASE STUDY

Revolutionizing Financial Operations

Achieving Efficiency and Savings through Next-Gen Automation

Overview

A prominent global financial services firm recognized as a leader in investment banking and financial services for consumers, small businesses, commercial banking, financial transactions processing, and asset management, operates in over 60 countries with a workforce of nearly 300,000 employees. This organization invests heavily in technology, with a particular focus on utilizing AI and automation to enhance operational efficiency and customer experience. The company's goal is to streamline processes for brokers, bankers, traders, money managers, and back-office operational teams while maintaining stringent regulatory compliance deadlines and security standards.

Challenge

The financial firm faced significant challenges in keeping up with the pace of necessary testing to ensure the security and compliance of patches, configurations, and replacements. As network speeds and online processing demands increased and the number and variety of devices in their environment expanded, the organization struggled with testing delays, resulting in a growing backlog. These delays impacted the timely application of network updates, leading to high maintenance and support costs for outdated network hardware and software. The ability to meet regulations that require validating code and infrastructure are in compliance, often twice annually, was in doubt, where manual testing simply could not keep pace with the accelerating magnitude of complexity in their global siloed environments.

Key challenges included:

- Inability to test in the scope and scale needed in a reasonable timeframe, causing release delays
- Increasing testing backlog with no end in sight
- High costs for outsourced testing, totaling $10M annually
- Inefficient in-house efforts, automating only 10 out of 1800 testing use cases over 12 months

Highlights

The implementation of lab & test automation helps a major financial institution:

- Prevent costly outages
- Save millions in testing costs
- Promote regulatory compliance
- Achieve high security standards
- Drastically reduce test times
- Increase productivity

Spirent Solution

The Spirent team collaborated with the financial firm to develop an 18-month ROI model, addressing the inefficiencies in their current environment to manage expenses, avert outage costs, and accelerate testing timelines. The solution leveraged Spirent's full automation portfolio, including Velocity Core, Velocity iTest, and Velocity Switches, along with engaging the Spirent Managed Solutions group to offer significant savings and efficiency gains.

The comprehensive solution provided:

- **End-to-End Automation:** Lab access (switches), test automation (iTest), and lab automation (Core)
- **24x7x365 Automation and Reservation Management Access:** Ensuring continuous testing and optimal and comprehensive lab management
- **Expanded Coverage and Accelerated Capability:** Meeting bi-annual regulatory and security compliance requirements
- **Cross-Department Collaboration:** Sharing and standardizing test scripts to facilitate testing across departments
- **Virtualization and Automation Expertise:** Facilitating the rollout and management of the test and lab automation program

Projected Results

The ROI model, which was developed based on rigorous analysis and close consultation with the customer, justified the investment, identifying significant savings and efficiency improvements:

- **Annual Forecasted Savings:** $21.8M
- **ROI Achievement:** Within 18 months
- **Reduced Test Times:** From 18 weeks to 8 hours
- **In-House Testing Expansion:** Generating $8M in annual savings
- **Reduced Lab Queue Waits and Increased Capacity:** Saving millions in manual labor costs
- **Performance Outage Reduction:** Preventing one performance outage per month, saving $3M annually

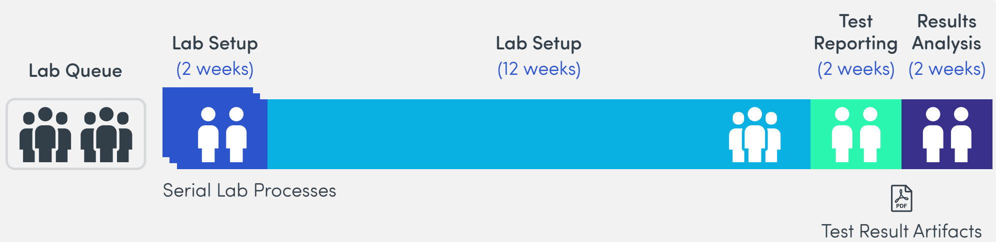
Key Targeted Outcomes

- Dramatic time savings through test and lab automation
- Increased test coverage and capacity, driving substantial savings
- Significant reduction in external testing costs
- Enhanced compliance and security posture through more thorough in-house testing

By implementing Spirent's Velocity Automation Portfolio and working with Spirent's Managed Solutions group, the financial firm is modernizing their testing labs and streamlining processes on the path to achieving substantial cost savings while maintaining high standards of security and ensuring regulatory compliance conformance.

Manual Testing

- 1-2 test runs per year; 250 tests per run
- 3-12 months per execution run
- Manual test execution; no automated regression
- Non-analytic PDF test reports (100s of pages)



Automated Testing

- Multiple test runs per year; 250 tests per run
- Days per execution run
- Automated testing; ad-hoc automated regression
- Analytics driven, customized reporting, dashboards