

Leading Credit Rating Agency Gets a Seamless Transformation with Atos Syntel's Testing Services

A leading global independent credit rating agency was looking to transform its Testing Center of Excellence (TCoE). The need was to develop end-to-end testing solutions for over 120 applications, servicing complex rating systems. More importantly, it needed to establish a culture of high performance and high employee satisfaction.

Atos Syntel strategized a unique plan to implement a robust governance model, knowledge management and integration of process, people and technology. Establishing the TCoE enabled savings of 8,000 testing hours per annum. This also created a culture of high achievement.

CHALLENGES

- Cultural changes, change in beliefs and values and change with long set processes
- Impact on several stakeholders and potential loss of direction at strategic and operational level
- Difficulty in integrating business applications in a complex IT landscape
- Need for enhanced application performance management

SOLUTION

Atos Syntel provided a highly customized, domain-centric and ROI-driven testing solution to establish the TCoE and ensure smooth transition/adoption of the new model amidst stakeholders. Key highlights of the solution included:

- Strategic 3-6-9 month plan to implement robust governance model, knowledge management and integration of process, people and technology
- Implementation roadmap to facilitate smooth execution considering the organization's culture
- Careful implementation of incremental change to provide financial gain and creditability to the transformation
- Floor meetings, lead meetings and town halls as a part of the communication strategy
- Deployment of proficient performance test engineers with in-depth experience across various tools and technologies

BUSINESS BENEFITS

99.94%

defect detection on all major release

- 8,000+ testing hours saved per annum
- Maximized ROI consolidation and standardization
- Resource optimization with the TCoE transformation and a fixed-flexi model

About Atos Syntel

Atos Syntel is a leading global provider of integrated information technology and knowledge process services. Atos Syntel helps global enterprises evolve the core by leveraging automation, scaled agile and cloud platforms to build efficient application development and management, testing and infrastructure solutions. Our digital services enable companies to engage customers, discover new insights through analytics, and create a more connected enterprise through the internet of things. Our "Customer for Life" philosophy builds collaborative partnerships and creates long-term client value by investing in IP, solutions and industry-focused delivery teams with deep domain knowledge.

To learn more, visit us at: www.atos-syntel.net

