

# Transformers

## Transforming software testing and quality assurance for KBC Bank & Insurance.

How Test Management for Jira has taken away the pain - and substantially reduced the cost - of testing at KBC Bank & Insurance.

### KBC BANK & INSURANCE NEEDED

- ✓ A 'single source of truth' for quality management and testing
- ✓ A system capable of supporting large-scale testing and automation for Agile development
- ✓ Seamless integration of tests with dev tools, supporting distributed testing and dev teams
- ✓ A dramatically more efficient solution, easy to use and adopt

### ADAPTAVIST TEST MANAGEMENT FOR JIRA (TM4J) DELIVERED

- ✓ Testing that's managed, organised and tracked in one place – right inside Jira
- ✓ Detailed and intuitive out-of-the-box tracking and reporting
- ✓ Increased productivity and reduced delivery times
- ✓ Substantial reduction of total cost of ownership (TCO) compared to previous solution



## BACKGROUND

### The client

With 11 million customers and 40,000 employees, KBC Bank & Insurance (KBC) has become Belgium's premier integrated banking and insurance provider. It was born of a 1998 merger between Kredietbank, CERA Bank and the Belgian insurance company ABB Insurance. The institution has grown steadily since, underpinned by sustainable and profitable progress through innovation, technology, proactivity and responsiveness to client needs. KBC aims is to be the model for bank insurance in all its core markets. These now extend to the Czech Republic, Slovakia, Hungary, Bulgaria and Ireland.

## THE CHALLENGE

KBC has a team of 15 that is responsible for test processes and tools. Many other development and business teams are involved in testing. The bank is currently setting up a dedicated testing 'factory' in Brno, Czech Republic, which will handle all the bank's future testing requirements.

Louvain-based business analyst Herman Vandezande was responsible for reviewing test management tools to better meet KBC's needs. The main applications being tested are customer-facing bank products for mobiles and tablets. In addition, the bank has more than thousands of mainframe 'back-office' applications that need to be tested as well as applications used on terminals. The quality and performance of these applications are critical to the business and its customers.

The bank provides services in a number of languages. Even home operations in Belgium are conducted in the country's three official languages (Dutch, French and German). This increases the volume of testing required and adds levels of complexity to the process. It became clear to Vandezande that KBC needed a more flexible and easy-to-use testing tool.

"The bank was using HP Quality Center (HPQC)," explains Vandezande. "This had been implemented before the financial crisis in an era when money and time were in ample supply, and Agile development wasn't practised. It was an expensive tool that required a high level of maintenance and support."



As the company moved to more innovative agile methodologies, HPQC lacked flexibility. In addition, the time and money needed to adapt and renew it was no longer available.

“HPQC had begun to feel like a very old-fashioned tool,” says Herman. “For example, most of our developers are now using Jira for their task management. Synchronising between HPQC and Jira was hugely cumbersome. Consequently, more and more users had abandoned HPQC and were using Excel instead.”

Herman’s challenge was to identify a new testing tool that would overcome HPQC’s limitations.



## Test Management for Jira

### FINDING THE RIGHT SOLUTION

Herman investigated three or four potential solutions but quickly settled on TM4J. It became a clear front-runner because of the functionality it offers and the way it is natively integrated with Jira.

It creates a ‘single source of truth’ for testing quality by allowing projects, tests, results and tasks to all reside in Jira. It also has the same look and feel as Jira, making it intuitive and easy to onboard team members to the new system. The free REST API integration with other systems for automated tests enables extensive out-of-the-box reporting and visibility of testing performance.

Another significant factor for KBC was the responsiveness and support KBC received from the Adaptavist team. “I know from experience how difficult it can be to work with customer services in huge global companies,” Herman explains. “It’s very important to me that I can work closely with a vendor; that was a decisive factor for me.”

Migration of  
**130,000**  
TEST CASES  
across **150** Jira projects

### MIGRATING TO TM4J

KBC - working in collaboration with Adaptavist – spent three months preparing migration scenarios and three months executing the migration. This was quicker than originally expected. In the first phase, it was what Herman calls a “riskless migration” – meaning that only a small group of projects was migrated to see how things would go. The pace was accelerated when things went well.

During the migration, KBC sought and received a lot of support from Adaptavist. Additional import wizard functionality was added to streamline the migration process. This accelerated the pace of migration, as did the new ‘call to test’ function.

The successful migration involved 130,000 test cases across 150 Jira projects. Throughout the process, KBC found the Adaptavist team to be accessible, knowledgeable and responsive to their needs. Their goal had been to achieve a 90-95% migration. In the event, 100% of KBC’s Belgian testing moved to TM4J.

**Single source  
of truth**

allowing **ALL** projects,  
tests, results and tasks  
to reside in Jira





## WHAT TEST MANAGEMENT FOR JIRA DELIVERED

Since the migration to TM4J, the number of people using the new test management tool has doubled. Herman sees this as a clear demonstration of how easy TM4J is to use across their vast userbase.



**Number of people using the same test management tool doubled**

The speed and volume of testing have also increased. There are now 250,000 test cases in 300 Jira projects being used by over 2,000 people. Previously, it was so difficult to integrate automated tests with HPQC that users did it by themselves. With TM4J, test case scripts run automatically overnight, and when people arrive in the morning, they have a detailed test report waiting for them.

# Reuse

of test cases across *multiple* environments

TM4J also enables test cases to be created once and then re-used in multiple environments. This ‘test permutations’ model is essential to scaling-up test coverage across KBC’s wide range of languages and brands. TM4J’s ‘shared steps’ functionality also makes testing more efficient. For example, one shared test case covers ensuring an application or webpage is accessible to visually impaired users. Even if KBC has 1,000 screens to test, the ‘shared steps’ functionality automatically adds the accessibility test script, ensuring every application gets tested.

Finally, TM4J is providing a whole new level of visibility of testing and test performance. Jira gadgets give development, testing and business teams an easy way to track test results. Progress is measured at a glance. For anyone in the organisation not working in Jira, daily reports are exported to Excel giving everyone who needs it a current overview.

## REPORTING

that everyone in the business can access...

## CONCLUSIONS

TM4J has had a dramatic impact on the volume and speed of KBC’s testing. It is also a tool that people enjoy working with. When the Brno testing factory is operational, Herman is confident that recruitment will not be the issue that it has been in Belgium. “If you ask a 20-year-old to work with HP Quality Center,” he says, “they won’t want to do it. But if you offer them Test Management for Jira, they will be totally on-board.”

Working with Adaptavist has also been an enjoyable experience. Herman says: “They have a great way of collaborating with customers which was very important to me because we must be able to work well together.”

TM4J has also radically reduced KBC’s overhead costs. The total cost of ownership of TM4J, including hardware, server maintenance, licences and support, is much lower than using HPQC. Herman can sum up the experience of working with Adaptavist in one phrase: “An amazing journey,” he says, “with great results.”

““They have a great way of collaborating with customers which was very important to me... An amazing journey, with great results.”

*Herman Vandezande | Business Analyst, KBC*

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#### ABOUT ADAPTAVIST

Adaptavist, established in 2005, is a London-headquartered IT services company providing premium professional services, support, hosting and licenced products to a wide range of national and international clients including over half of the Fortune 500 companies.

Adaptavist is an Atlassian Platinum Solution Partner for the Enterprise and is widely recognised as the most technically advanced Enterprise Partner in the Atlassian ecosystem.

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