

# Capgemini's Quality Blueprint™

## Accelerate toward world class testing in four weeks

Today's financial institutions must respond quickly to changing markets and regulations as users expect more from the systems that drive their business. Business stakeholders are looking for core applications that are available, reliable and fast which requires IT to meet increasing demands for high performance and minimal downtime. While business applications grow more complex and the industry moves to newer technologies like Service Oriented Architecture (SOA), cloud computing or agile, traditional software testing processes and tools have not kept pace.

Capgemini's Quality Blueprint™ can set your organization on the path to a higher level of test maturity. Based on a widely accepted, time-tested TPI® fundamentals and customized to

address the unique needs of banking, capital markets and insurance firms, Quality Blueprint™ is more than just a methodology or framework—it includes automated tools and reports which bring rigor to your assessment, peer benchmark and roadmap. It uses a continuously updated repository which contains real-world data from hundreds of test assessments for financial services firms.

Delivered by experienced assessors, our Quality Blueprint™ helps you build an actionable roadmap with recommendations based on industry best practices, peer benchmarking and Capgemini's TMap® and award-winning quality frameworks.



People matter, results count.

### Client Benefits Achieved

- Optimize Quality Assurance processes to reduce post production defects by 25 percent or more
- Achieve cost savings starting at 15 percent and up to 50 percent or more for fully automated, or managed testing services
- Testing program management that reduces post production defects by 25 percent, test execution time by 15 percent, and testing preparation time by 20 percent with 0 percent defect leakage to production
- Reduce test failures due to unavailable test data by 70 percent
- 20 percent downtime and 15 percent overall project savings using of Defect Prediction modeling

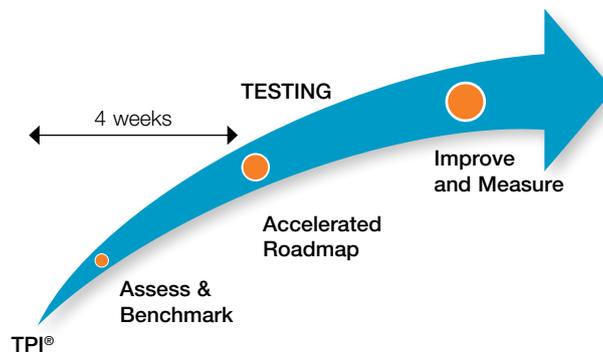
Quality Blueprint™ lets you understand how your organization measures up against current industry benchmarks which are calculated based on data from previous test assessments and survey data from Capgemini's *World Quality Report*. Blending innovative tools, techniques, frameworks and utilities, the Quality Blueprint™ helps financial services institutions move to a higher level of maturity in an accelerated way. Capgemini's quality assessors complete rigorous training in TPI®, TMap® and our award-winning quality frameworks and have proven delivery experience managing hundreds of engagements.

### Know where you stand

Capgemini's Quality Blueprint™ provides the tools and frameworks needed to help you achieve a higher level of testing maturity by assessing and benchmarking your testing organization against the FS industry, within four weeks. It is based on our proven Test Process Improvement (TPI®) framework and can help you:

- Assess your organizations testing maturity based on your own internal requirements
- Benchmark your company's testing maturity against peers in the industry to gain a view of where your company sits compared to the competition
- Identify key challenges in your test organization and understand how other financial institutions are addressing similar issues
- Define a clear, controllable improvement roadmap and target key focus areas for implementation
- Leverage Capgemini's domain-specific accelerators and industry best practices for a quick start in making productivity improvements that result in tangible efficiency and cost savings
- Reap initial benefits from quality process transformation in less than four weeks through actionable plans prioritized based on effort and value

### Capgemini's Quality Blueprint™ and Testing Services



# Capgemini's Testing Toolkit

Our Quality Blueprint™ is built on five basic steps to achieve test organization maturity:

## Step 1: Understand the challenge is real

Key indicators of an immature test organization include overworked or dissatisfied employees, frequent conflicts between the business and IT, high operating costs and poor product quality. During this first step, your organization must make a commitment to change and identify team members and stakeholders to drive the change.

## Step 2: Measure and score your existing maturity

Capgemini defines current state through a detailed assessment that focuses on 22 test maturity parameters, which analyze the readiness of your organization to meet test challenges.

## Step 3: Define a roadmap for success

Our experience shows that there isn't a standard algorithm to achieve the perfect roadmap—it must be built collaboratively in close alliance with your test organization and key stakeholders. Capgemini's Quality Blueprint™ roadmap prioritizes quick wins based on value versus effort to ensure that the highest yield improvements are initiated first. These quick wins can motivate your team and build ownership in the transformation.

## Step 4: Accelerate the roadmap implementation

The Quality Blueprint™ accelerates your implementation by leveraging Capgemini's innovation lab and proprietary tools and accelerators for a faster, lower cost implementation. Our strategic alliances with leading tool vendors such as HP gives your organization easy access to the best-in-class tools and expertise needed to implement your transformation roadmap. Our pool of 8,200 testing professionals includes 2,700 professionals devoted to banking, insurance and capital markets testing in our Capgemini Testing Center of Excellence.

## Step 5: Measure and improve

Using Capgemini's Quality Blueprint™ framework, we can provide quantitative values to measure improvements across all the maturity parameters. Initially changes in test maturity should be monitored regularly through parameter improvements. As test maturity reaches the highest levels, benefits become more visible and easier to measure through reduced production defects, increased test efficiency and lower costs of quality. After optimizing quality assurance processes, Capgemini clients have achieved post production defect leakages of less than 2 percent and cost savings starting at 15 percent and as high as 50 percent for managed or automated testing services.

**22 Quality Blueprint™ Benchmarking Dimensions: Sample Capgemini Client Compared to Over 20 Banks**



## Unparalleled Domain Expertise in Testing

Capgemini brings unparalleled financial services domain expertise to our testing engagements. Our experience testing systems for some of the world's largest banks, insurers and securities firms means we have developed a wealth of proprietary tools and accelerators to speed your testing processes.

Our **insurance accelerators** include use cases, test scenarios and automated scripts to handle common tasks for underwriting, policy administration and claims management. Our accelerators for specific insurance applications include over 600 test cases and scenarios for Guidewire while our Pega Testing Toolkit helps lower testing time for 65 rules from 32 hours to 1.5 minutes through automation.

For **banking applications**, our testing accelerators cover common asset finance, core banking, treasury and payments, payments and cards and mortgage and lending processes. We also have test cases, scenarios, use cases and automated scripts for VisionPLUS and other cards and payments platforms and MortgageServ.

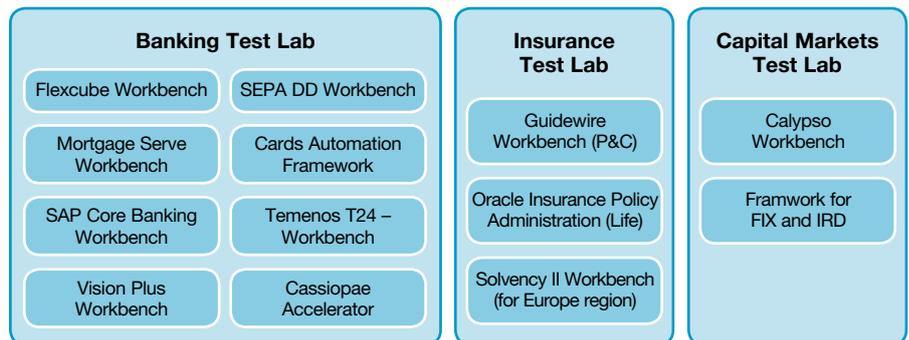
For **capital markets and securities systems**, we developed industry-leading tools for FIX protocol testing and Calypso in addition to accelerators to test systems for investment banking, asset and wealth management, brokerage services, custodian operations, and exchanges.

For more information, contact us at [fstesting@capgemini.com](mailto:fstesting@capgemini.com).

### Why Capgemini?

- Industry standards TPI®, TMap®, TPI Next® and Quality Blueprint™
- More than 10 books published on Quality Management
- Unique financial services testing focus with accelerators for banking, insurance and capital markets
- More than 2,500 testing professionals dedicated to financial services, including those certified as Certified Software Test Engineer (CSTE), ISTQB and PMP
- Highly skilled testing leadership with an average of 10-15 years experience often at world class technology firms
- Rightshore® network of centers in 32 cities across 15 countries provides the right skills in the right location at the right cost
- Strong alliance partnerships with leading quality assurance and testing vendors including IBM, HP, Blueprint Systems, Surgient, ITKO and Aegisoft

### Capgemini combines domain expertise with a strong technology focus to accelerate testing efforts



### About Capgemini and the Collaborative Business Experience

Capgemini, one of the world's foremost providers of consulting, technology and outsourcing services, enables its clients to transform and perform through technologies.

Capgemini provides its clients with insights and capabilities that boost their freedom to achieve superior results through a unique way of working, the Collaborative Business Experience™.

The Group relies on its global delivery model called Rightshore®, which aims to get the right balance of the best talent from multiple locations, working as one team to create and deliver the optimum solution for clients.

Present in 40 countries, Capgemini reported 2011 global revenues of EUR 9.7 billion and employs around 120,000 people worldwide.

Capgemini's Global Financial Services Business Unit brings deep industry experience, innovative service offerings and next generation global delivery to serve the financial services industry.

With a network of 21,000 professionals serving over 900 clients worldwide, Capgemini collaborates with leading banks, insurers and capital market companies to deliver business and IT solutions and thought leadership which create tangible value.

For more information please visit [www.capgemini.com/financialservices](http://www.capgemini.com/financialservices)

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