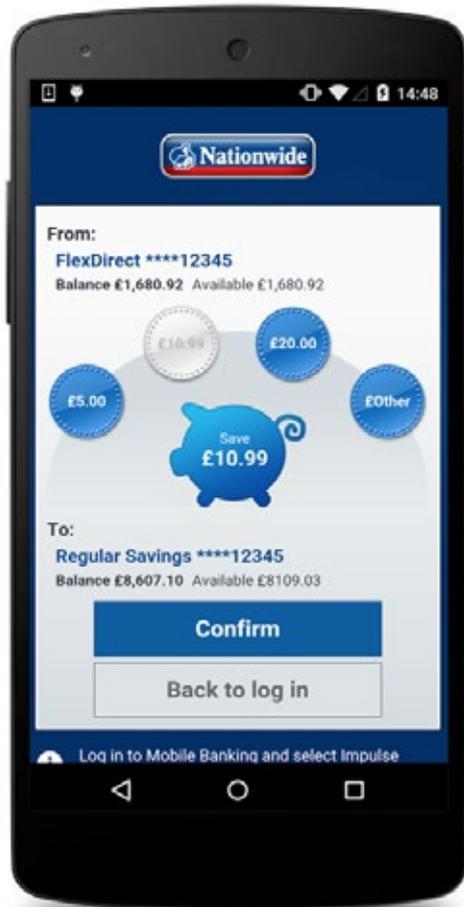


Case Study

Nationwide adapts for growth with eggPlant



The UK's largest Building Society enables increased volume of work with partners as part of ongoing digital transformation initiative.



Profile

Nationwide is the world's largest building society as well as one of the largest savings providers and a top-three provider of mortgages in the UK. The company is a frontrunner in the financial services sector's adoption of digital technology and has made a significant investment in information technology transformation.

Change is well underway in how consumers choose to interact with financial organizations, and Nationwide recognizes the need to respond to this. Nationwide has seen significant investment and change to harness innovative technology to give its members more choice and flexibility in the way they manage their finances.

Nationwide is using eggPlant tools to support the company's continued digital transformation.

Testing and digital strategy

Digital transformation has a significant impact on an organization's software quality department and Nationwide is no exception, where testing of applications is conducted on over 250 device and browser combinations.

“The last 12 months have been very exciting as we have designed, built and tested a range of new digital services, including the first smart watch app from a UK financial services organization and digital wallet capabilities,” said Martin Di Ruzza, Test Architect, Nationwide. “Given our level of investment, the demand for testing mobile and web applications on combinations of devices and browsers is only going to grow, and we need to ensure that we are supported by the best possible tools for the job.”

Security is the primary concern for any financial services organization, and Nationwide's policy is that all intellectual property in a development state must reside in the UK on the company's servers.

As a result, Nationwide initially conducted all testing on mobile devices manually at its in-house development locations in the United Kingdom. But the company was keen to explore options that would allow it to securely leverage remote testing capabilities for mobile devices to increase testing capacity and productivity across the organization.

Making the right choice

Nationwide began a detailed search for the right tool to support its short- and long-term testing requirements. The company worked to a strict set of criteria and requirements, seeking a solution that was:

- Secure
- Scalable
- Compatible with Nationwide's Citrix infrastructure to enable a remote working model
- Future proof to support a rapidly evolving market place
- Capable of supporting a wide range of digital technologies (mobile phones, tablets and wearables)
- Capable of testing desktop browsers as well as mobile devices
- A robust and user-friendly automation tool

The company looked at several tools and selected eggPlant Functional as the only solution that met all of the criteria.



Implementation

With the initial goal being to enable Nationwide to securely conduct remote testing of its mobile applications, the first project involved an implementation of eggPlant Functional, eggIntegration and eggCloud, which sits on top of the organization's secure Citrix infrastructure.

eggPlant Functional

eggPlant Functional is TestPlant's functional test automation tool, which uses a patented image-based approach to GUI testing that allows it to interact with any device by looking at the screen, in the same way a user does. eggPlant's user-centric test automation approach also makes it incredibly intuitive for Nationwide to write tests, so anyone can be productive with eggPlant within a few hours.

eggIntegration

eggIntegration is a collection of simple integration plugins for some of the most popular continuous integration and ALM tools to make integration easy. For Nationwide, eggIntegration is used to link into HP's ALM software.

eggCloud

eggCloud is a test device management cloud that allows Nationwide to quickly set up a centralized test lab of real devices that testers can connect to from anywhere. Critically, eggCloud is a private cloud solution, residing inside Nationwide's firewall and under its complete control.

"We worked closely with TestPlant on the development and implementation of the new architecture needed to support our remote testing goals, and the support team was incredibly helpful throughout the process," said Di Ruzza.

Increasing volume

Nationwide's eggPlant-powered mobile testing platform now supports approximately 50 remote testers. Using eggPlant over a virtual desktop connection, the testers are able to securely access a wide range of device and browser combinations in Nationwide's UK development centre, and execute test scripts against the applications under test.

"Thanks to eggPlant, we have been able to increase the volume of work with partners, and this is allowing us to conduct testing at a rate that is in-line with our central capability," said Di Ruzza. "Given the complexity of the infrastructure, we feel that this is a very impressive result."



The future is automation

The eggPlant tools, combined with Nationwide's dedicated support team made up of UK-based infrastructure engineers, test architects and partner champions, form the nucleus of what the organization is now calling The Digital Labs.

After a successful proof of concept to explore eggPlant Functional's automation capabilities, Nationwide is currently working to create regression test suites to run across the 250+ device and browser combinations within the organization's test scope, primarily for its mobile banking applications.

"As we seek to continue to improve the efficiency and quality of our testing, we believe that eggPlant's automation capabilities will be a key factor in helping us achieve this goal," said Di Ruzza. "We have forecasted around a 50% reduction in the time taken to run our regression test packs, through the use of eggPlant's automation capability."

"We're delighted to have been able to support Nationwide in this key business transition," said Antony Edwards, CTO, TestPlant. "We're looking forward to continuing to work with the company to support its digital transformation and help it move towards continuous delivery with more agile and DevOps methods."



About TestPlant

TestPlant is an international software business based in London. It has development centers in the USA and the UK with sales and support centers in the USA, the UK, Germany, China and Japan as well as an extensive network of business partners. TestPlant's products are used in over 40 countries by well over 350 enterprise customers in sectors which include Financial Services, Automotive, Healthcare and Life Sciences, Media and Entertainment, Retail and Defense and Aerospace. The eggPlant range is a set of tools which supports the design, development, test and management of software applications for mainframe, desktop and mobile use in any technology platform environment. The tools are relevant in agile, mobile, web and DevOps deployments. eggPlant use improves and reports on the quality and responsiveness of software systems, reduces time to market and lowers costs by introducing process automation. The eggPlant tools have been granted patents in the USA and in Europe. TestPlant is a Red Herring Global Top 100 company, a Deloitte UK Technology Fast 50 and EMEA 500 business, a member of the Sunday Times Hiscox Tech Track 100 and is the recipient of two Queen's Awards for Enterprise. The Carlyle Group is a major investor in the company.

UK: +44 20 7002 7888

sales@testplant.com

US: + 1 720-890-0211

www.testplant.com