

Engineer quality into banking faster with AI and automation

Aim for QA excellence without compromising speed

Does your quality assurance (QA) testing support excellence and speed? It can. You can accelerate release cycles by unleashing a process that spots more issues earlier in development. With less rework – and less manual testing – your people spend more time developing better products and improving the business.

When it comes to quality, customer preferences are clear. Customers want a banking experience that works across all their devices. Your people want the same thing when they turn to technology to get their jobs done. That's exactly what you deliver when you turn to non-stop QA driven by automation and artificial intelligence (AI).

Show glitches who's boss

When you race to release a market-leading feature, it must work – or you risk losing customers. But technical glitches are all too common. That's in part because testing takes place too late in the development cycle to catch every issue. Big problems can require significant rework that often delays releases. Banks will sometimes even release products and features with minor problems, hoping that few customers encounter them.

There is another way. At Amdocs, we help banks use AI and automation to drive testing and QA processes. Banks deploy DevSecOps workflows that push quality testing "left" into development. Testing happens from the earliest stages of development, and it never stops. Your team translates business requirements into testable units. AI-based smart analytics tools help you address issues as part of your development process. You deliver higher quality releases to market – faster.

Quality testing fueled by automation

Embrace automation and AI to transform manual testing into continuous quality engineering. With testing that never stops, you:

- Accelerate time to market for digital products and features
- Improve the end-user experience for customers and internal users while lowering costs
- Free IT resources to spend more time developing and less time on manual testing
- Resolve more quality issues sooner

Quality jump earns raves from customers

A bank in Europe came to us to help it simplify its technology and the processes it used to deliver products. In the process, we replaced its complex and manual QA test processes with tools that use AI and automation. Now, the bank spots and fixes issues sooner, while devoting fewer resources to testing. Customers took notice of the improved digital experience, with the bank seeing a 50% improvement in customer satisfaction scores. Plus, the bank has said largely ended release delays.

Let's make banking amazing

Leap ahead with help from Amdocs. Lead by creating superior digital experiences that engage customers wherever they are – fast and seamlessly. We work with banks that make banking amazing by anticipating customer needs, personalizing banking, and getting ideas to market in real time.

What can we do for you?
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