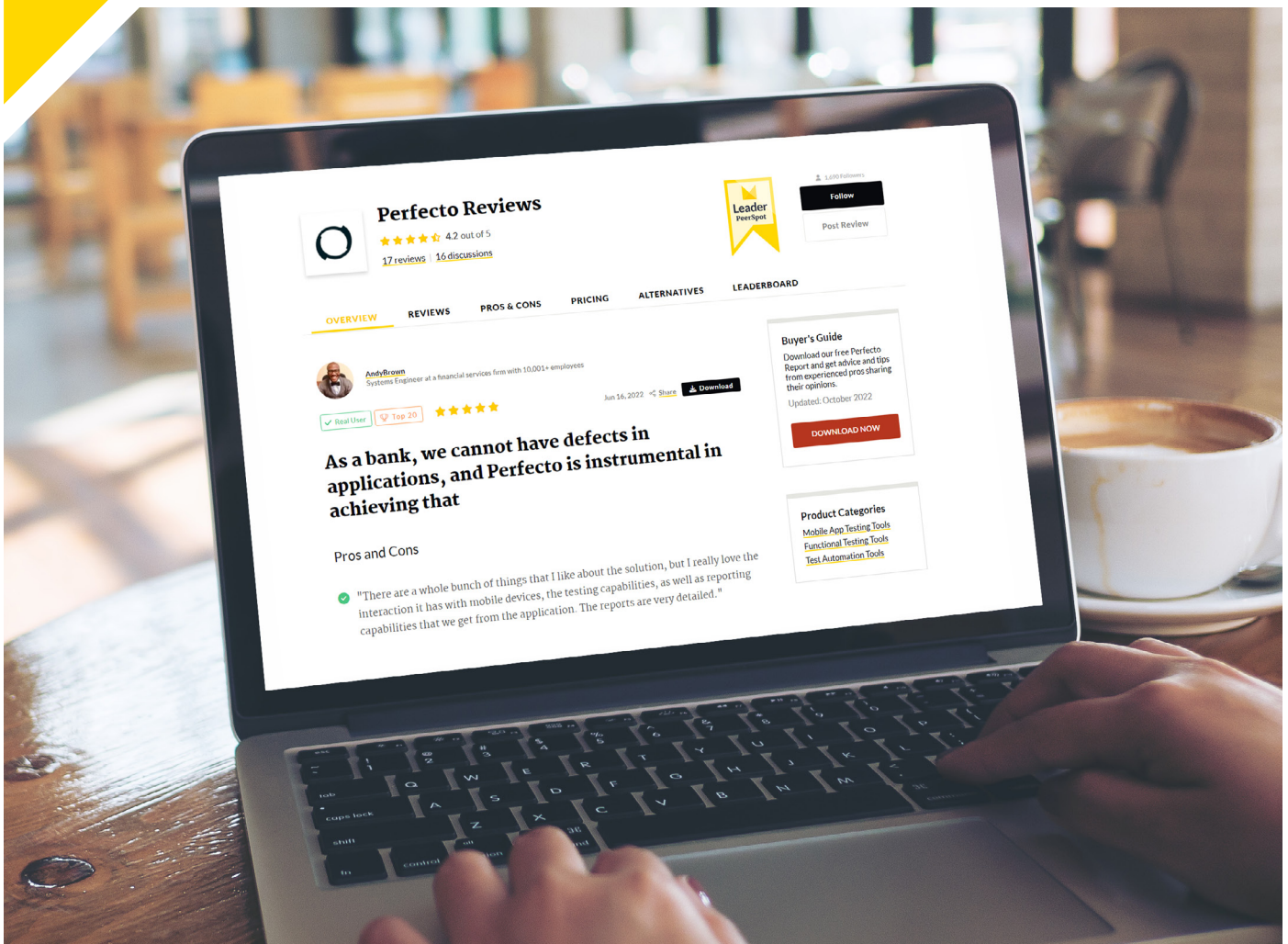


PeerPaper™ Report 2022

Based on real user reviews of Perfecto

5 Ways Perfecto Enables Financial Services Companies to Succeed in a Mobile-First World



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Introduction

Firms that want to gain competitive advantage in the banking financial services and insurance (BFSI) industry are embracing “mobile-first” strategies. However, developing effective, high quality mobile applications that also meet the industry’s strict security and compliance requirements means making a commitment to extensive, continuous testing. Indeed, over a quarter of the software testing market is made up of BFSI customers, a share that is projected to grow in the next few years.

Effective continuous testing requires having the right tools. New innovations and technologies are constantly emerging and changing the financial services industry. However, people and time remain in short supply. How does a BFSI IT department scale its testing and quality efforts to handle the demands of today’s financial services consumers? The Perfecto testing platform offers a unique solution. According to Perfecto users on PeerSpot, the platform enables them to succeed in a mobile-first world through five distinct areas: cross-platform and cross-device testing, reporting and analytics, open-source support, cost and time savings, and improvements in software quality.

Except where noted, the companies cited in this paper have over 10,000 employees.

What It Takes to Succeed With Mobile-First Strategies in Financial Services

Getting to success with a mobile-first strategy in BFSI is about a lot more than just building an app and getting customers to download it. What matters is trust. Indeed, trust is the foundation of the entire industry, guiding every aspect of the customer relationship in BFSI. It is imperative that any mobile innovations or supporting technologies preserve, and ideally enhance trust between the customer and the financial institution. This is particularly relevant for new “branchless” solutions that remove the traditional face-to-face interactions between customers and the BFSI brand.

The challenge of maintaining trust in this era of constant change translates into a need for quality and stability in software. Given that mobile-first strategies tend to involve the use of new technologies and devices, cross-platform development frameworks like Flutter become essential tools. Financial consumers demand a quality experience “on-the-go” with mobile. For the financial services firm, this means testing for advanced use cases like network virtualization, geolocation, and biometrics testing—just to name a few. Not that customers know about such things. They just expect a well-functioning app to conduct their financial services tasks.



Able to test every device available in the market

5 Ways Perfecto Enables Mobile-First Success

According to PeerSpot members, Perfecto enables mobile-first success in five key areas. These include cross-platform and cross-device testing, reporting and analytics, and support for open-source. Cost and time savings are important as well, as are improvements in software quality.

#1 – Cross-Platform and Cross-Device Testing

Mobile solutions must work on multiple platforms and devices. The ability to conduct thorough, efficient testing on a cross-platform and device basis is thus viewed as a major benefit in a testing solution. As a Systems Engineer at a financial services firm put it, “Perfecto is excellent when it comes to executing cross-platform testing.” Figure 1 depicts this capability.

A Director, QE Automation & Analytics at a financial services firm was similarly pleased with Perfecto’s ability to perform cross-platform testing. He rated the solution a ten out of ten. He went on to explain that the ability to test in the cloud removed the need for maintaining a lab in-house, which enables parallel test execution and better device test coverage.



Andy B.
Systems Engineer at a
financial services firm with
10,001+ employees



“Perfecto is excellent when it comes to executing cross-platform testing.”

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“I found Perfecto to be pretty easy to use while executing against cross-platforms,” said a QA Lead at BMO Financial. His team utilizes Perfecto’s cloud-based lab to test across-devices, browsers, and OSs. He added, “The main reason is because the same script or test automation where we execute on multiple platforms has minimal changes that I need to do. Also, it is easy for me to set up an execution on one platform, then on another platform, either in parallel or one after the other. Parallel opportunities save me time. Once the execution has been completed across these different configurations, I can always check and compare, e.g., what are the differences and consistencies?”

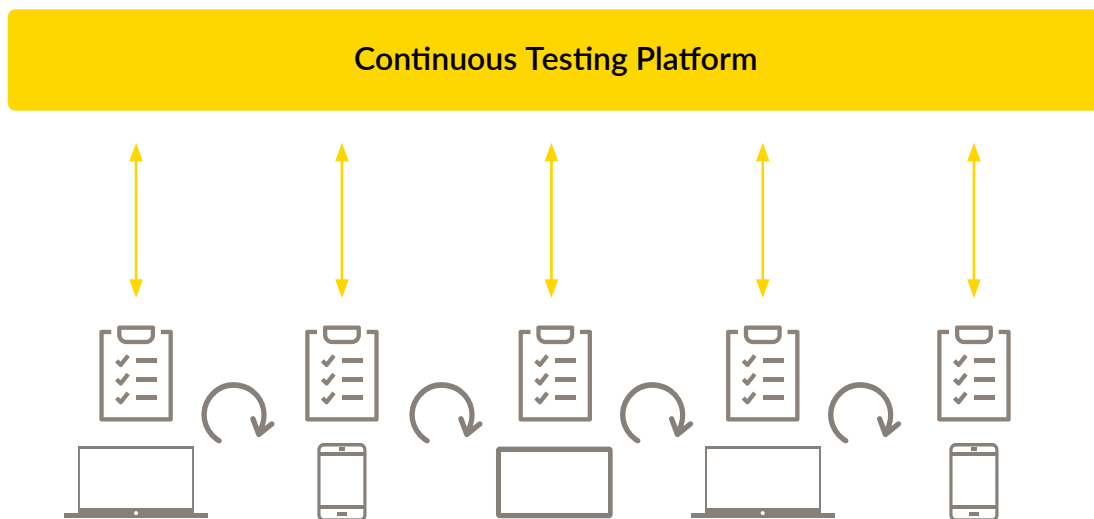


Figure 1 - Continuous testing across multiple devices and platforms.

For a Project Manager at a financial services firm, the benefit came from being able test “every device available in the market,” as she put it. She uses the solution to cover real scenarios that mimic production. That way, she said, “We don’t miss out on any devices that our clients might be using to run the applications we develop.”

#2 – Reporting and Analytics

Reporting and analytics mean a great deal to testers in mobile-first testing. Quality Assurance (QA) people need to have as clear a picture of product quality as possible if the strategy is to be successful, especially given the time constraints of today’s competitive financial services marketplace. A Senior Automation Engineer at Royal Bank of Canada (RBC) offered his insights, saying, “We leverage Perfecto’s reporting and analytics using the CI dashboard, reporting dashboard, and the live stream view. This functionality is quite important because it gives us the history of our past test cases and failures. From there, we can determine at which build a particular feature starts to fail.”



Roland C.
QA Lead at BMO Financial



“It is easy for me to set up an execution on one platform, then on another platform, either in parallel or one after the other. Parallel opportunities save me time.”

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“The reports are very detailed. They provide all of the information needed for the testers and developers to really look at their applications and know if there are any issues or not.”

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The most widely-used reports for the Systems Engineer are the individual testers' reports. When his team runs their automation scripts, it gives them a lot of the details about the test run, such as which components passed or failed. When something fails, the report points that out with an error so the development and testing teams can look at what that error is pointing to. He said, “The reports are very detailed. They provide all of the information needed for the testers and developers to really look at their applications and know if there are any issues or not.”

A Manager and Platform Lead at BMO Financial uses the reporting feature every day. He shared, “I go through the reporting. I view the failures and the summary of test sets and test results. The reporting is a very important feature. There's an API to integrate with it within the code and that's really a plus. It integrates well inside. You can also tag it with which branch you're using from Git, or you can label it with whatever you'd like. It's a very cool feature that they added soon after they had the reporting.”

#3 – Support for Open-Source Technologies

Open-source software and comparable technologies have a role to play in executing mobile-first strategies in financial services. For this reason, it is advantageous for a testing solution to support testing of open-source code. As BMO Financial’s QA Lead explained, Perfecto offers their own Quantum Framework for this purpose. However, users can also deploy testing based on Java-based Maven, using Selenium libraries, AppiumLibrary, and REST Assured libraries—utilizing an open-source framework.

Support for open-source technologies like Selenium and Appium is seen as “very good” by RBC’s Senior Automation Engineer. He elaborated, saying, “We were using most of the open-source technologies that were available. This meant that integrating with Perfecto was very smooth, as they supported what we were using.”

“When we onboarded Perfecto, the test cases and the framework were already designed using open-source technologies,” said the Director, QE Automation & Analytics. He then remarked, “We used TestNG for the framework and Appium for the automation. As Perfecto supports Appium, it was easy for us to implement, and we are still running these technologies.”



Results in huge cost savings



Andy B.
Systems Engineer at a
financial services firm with
10,001+ employees



**“[Perfecto]
has saved us
tremendously
on the effort
and the costs of
maintaining our
own virtual test
environment.”**

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#4 – Cost Savings, Time Savings, and Efficiency

Cost and time, two related factors in testing, are always considerations when looking at a testing solution. There is never enough time to do all the testing that everyone wants to accomplish, so the ability to save time is valuable to QA teams. When cost savings are also possible with a testing solution, that is a further plus.

The Systems Engineer spoke to these aspects of testing when he said, “It has saved us tremendously on the effort and the costs of maintaining our own virtual test environment. We don’t have to hire so many personnel to take care of those devices. Perfecto has people employed in its lab to physically work on devices when needed. We would have had to do the same thing if we didn’t use the solution.” He then revealed, “Using Perfecto saves time and resources, and it saves on physical intervention with the devices. Overall, it results in huge cost savings for our company.”

“Having access to new devices same-day enables the testers to test them right away. That makes everyone productive and efficient,” said the Project Manager. He then said, “Having the Perfecto tools accessible from a browser is convenient, efficient, and fast. It’s easy to go to the browser and launch the application, log in with your account, and you should be good to go. You just select the device that you actually want to perform your testing on.”



Michael B.
Manager and Platform
Lead, Canadian Digital
Banking at BMO



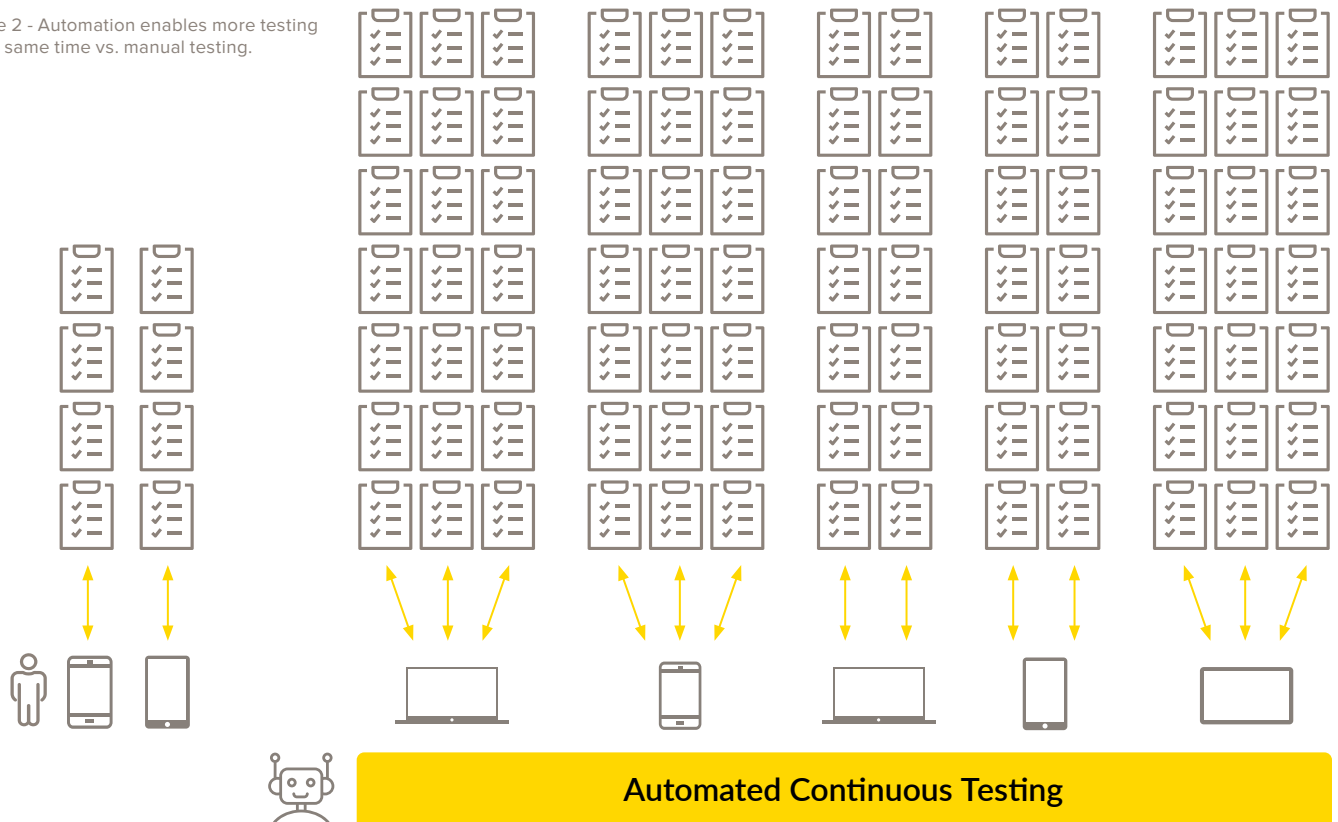
“Someone from manual testing could execute, maybe, 30 test cases a day. Perfecto can execute, say, 3,000. It’s really a huge difference.”

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BMO Financial has been able to speed up its testing efforts with Perfecto. As their Manager and Platform Lead said, “When the scripts are stable, Perfecto is awesome. If there’s not much change, we can run thousands and thousands of test cases every day. Someone from manual testing could execute, maybe, 30 test cases a day. Perfecto can execute, say, 3,000. It’s really a huge difference.”

Figure 2 shows this comparison. He went on to say, “Part of what I like about Perfecto is that it allows concurrent testing. You can hit multiple browsers or devices at the same time, which makes it a lot more efficient for us to execute a regression.”

Figure 2 - Automation enables more testing in the same time vs. manual testing.





Analyn G.
Project Manager at a
financial services firm with
10,001+ employees



“Having access to new devices same-day enables the testers to test them right away. That makes everyone productive and efficient.”

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“We are benefitting through cost savings,” said the Director, QE Automation & Analytics. This result came about because his team no longer has to maintain an inventory of mobile devices. He said, “Now, with the use of this tool, we have taken everything to the cloud. That means we are not maintaining the inventory anymore, but we are achieving good results.”

This user also found what he termed “measurable ROI” (Return on Investment) with the solution, adding, “Getting rid of our local infrastructure has translated to cost savings. We got rid of VMs, Mac machines, and other infrastructure that was [not] needed.”

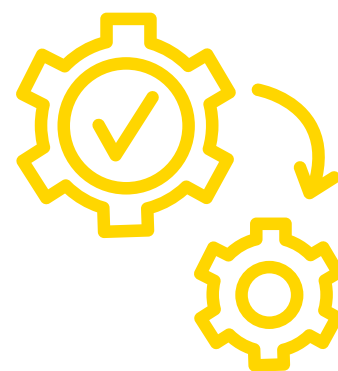
He elaborated by saying, “Overall, it has definitely translated to cost savings and the reason is multifold. We don’t have to have a local infrastructure, saving on procurement, support, and maintenance costs. Also, being able to execute tests in parallel leads to additional cost savings. The additional coverage we get is for the same cost.” He cited the example of previously only testing using the Chrome browser. Now with Perfecto, he has many options, including testing on Chrome, Edge, Firefox, and Safari. He added, “This takes the same amount of time, and we incur the same cost.”

#5 – Improvements in Software Quality

Great software is one of the key success factors for a mobile-first strategy in BFSI. Testing should therefore ideally enable improvements in quality for apps and other software projects. In this context, BMO Financial’s QA Lead commented, “Perfecto has affected our software quality in a good way. It has allowed us to execute on-demand and on-choice.”

In particular, this user improved quality by tracking the number of issues his team finds in a product. Every day, they tag the issues they discover. For example, if something was found by automation, that means it was found by a Perfecto execution. He added, “Over time, we realized the real value in tracking those numbers. We can see now that we have clearly been finding issues earlier. It has allowed us to catch our defects earlier, thus improving the quality of our applications.”

Qualitatively, we tend to find our defects a lot earlier and we’re able to run 100 times the number of test cases that we could do with manual testing, on a daily basis,” said BMO Financial’s Manager and Platform Lead. This practice saves his team a great deal of time by having defects caught before software goes into to production. He put the matter in perspective by observing, “If customers lose confidence in us as a bank, with online banking, we lose customers. That’s definitely something we don’t want to do. Perfecto is a big part of our testing and automation and quality, making it possible to have more quality software.”



**Execute
on-demand
and on-choice**



Bharat M.
Senior Automation
Engineer at RBC



“The quality of our software has improved since we implemented [Perfecto].”

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Mimics real device behavior

Other notable comments about testing to improve quality include:

- “When we retest and they pass, we’re achieving the quality results that we’re looking for.” - Systems Engineer at a financial services firm
- “The quality of our software has improved since we implemented this solution. Firstly, it helps that Perfecto maintains the hardware, allowing us to focus primarily on our software. Secondly, we have been able to find more defects in our applications.” - Senior Automation Engineer at RBC
- “Perfecto helps affect our product’s quality because it mimics real device behavior; everything is similar. Productivity-wise, we’re able to test all the features and we’re able to see what we need to see. For example, we can see the behavior of our application on every device due to the screen resolution of the device. Having all of these devices inside our cloud within the Perfecto tools, allows us to perform testing and deliver a better quality product.” - Project Manager at a financial services firm

Conclusion

Success with a mobile-first strategy in financial services requires strategic and comprehensive software testing that is driven by your end users' goals, interactions, and technology preferences. Additionally, trust, which is the foundation of all customer relationships in the industry, is earned by applications providing a reliable, secure, and pleasant user experience. To succeed in a mobile-first world, you must be equipped with a trusted solution that can handle modern testing use-cases—quickly and at scale.

As users describe in reviews on PeerSpot, Perfecto is the leading web and mobile test automation platform that enables success through cross-platform and cross-device testing, reporting and analytics, and open-source support. Perfecto also helps save money and time, while driving improvements in software quality. Incorporating these five distinct areas into your testing strategy is essential for surviving and thriving in a mobile-first world and positioning your company for long-term success.

About PeerSpot

PeerSpot (formerly IT Central Station), is the authority on enterprise technology. As the world's fastest growing review platform designed exclusively for enterprise technology, with over 3.5 million enterprise technology visitors, PeerSpot enables 97 of the Fortune 100 companies in making technology buying decisions. Technology vendors understand the importance of peer reviews and encourage their customers to be part of our community. PeerSpot helps vendors capture and leverage the authentic product feedback in the most comprehensive way, to help buyers when conducting research or making purchase decisions, as well as helping vendors use their voice of customer insights in other educational ways throughout their business.

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Perfecto by Perforce helps testing professionals strengthen every mobile and web interaction with a quality-first approach, through a unified, cloud-based test automation platform. By combining flexible test authoring, cross-platform execution, and intelligent analytics, teams are empowered to test more and test faster. Perfecto's enterprise cloud testing lab is secure and reliable, granting users access to thousands of real and virtual devices, OS and browser combinations for maximum coverage. Our customers, including 50 percent of the Fortune 500 companies across banking, insurance, retail, telecommunications, and media rely on Perfecto to deliver exceptional digital experiences from start to finish. For more information about Perfecto, visit perfecto.io.