



FINTECH COMPANY

ACTIVE TESTING MODEL

HOW A UNIQUE MODEL SUPPORTED THE LAUNCH OF THE  
FINTECH COMPANY'S OPEN MARKET OPTIONS PROJECT





Managed Testing



Consulting



Test Automation



Performance Testing



Edge Academy



Digital Test Hub

## Summary

With demanding timescales and fixed budgets, the client recognised the need to build a strong team to develop, test and implement the Options Pension Transfer Service. They called upon the expertise of Edge Testing Solutions to provide a testing framework and to manage, prepare and execute the testing as part of the client's project team.

## Company Background

The fintech company operates as a non-profit and is owned by its Sponsors, who are the UK's 15 leading life companies.

Its standards and services are available to the whole UK Life, Pensions, Investment and Mortgage sectors. They enable product providers, lenders, financial advisers, portals and software companies to collaborate on identifying and addressing cost and efficiency issues that they cannot tackle in isolation.

They are based in Edinburgh and operates across the whole of the UK.

## Project Overview

Consolidation of assets at retirement is increasingly common. Combined with increasing consumer awareness of retirement options and demographic factors, demand for pension transfers continues to increase. The client works with its Sponsors, Association of British Insurers (ABI) and others to introduce efficiencies into the transfer process, delivering beneficial outcomes for the consumer.

Currently backed by 15 providers and the ABI, the service is focussed on process improvement, forms re-design and an industry wide data exchange for Open Market Option transfers.

The objectives of the project were to reduce the lead times for the completion of Open Market Option (OMO) Transfers between participating product providers, and to initiate an ongoing process improvement workstream, covering improvements to transfer documentation.

The service was launched successfully and on schedule.

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## Solutions

Edge were able to provide a unique blend of testing expertise coupled with the pragmatism and flexibility required to enable the client to deliver the right quality to time and budget. Based on the business challenges the key testing principles adopted included:

- The use of Static testing techniques, focusing on 'prevention being better than cure', to establish a robust set of requirements and specification
- An iterative, agile testing approach aligned to multiple functional releases, supporting the early identification and resolution of issues as the build progressed
- Training and mentoring of the client team to optimise business knowledge and testing support
- Implementation of a Risk-Based approach, prioritising functionality testing aligned to Risk and Impact and therefore focusing each test cycle window.

## Benefits

The key business benefit was that a challenging and demanding project was delivered to budget and timescales and to a high quality. The client, with assistance from Edge Testing Solutions, has delivered a product that has been well received by the market and has enjoyed a successful implementation.

Working with the client, Edge Testing Solutions delivered:

- A robust testing framework that will support the client moving forwards
- Edge Testing Solution's 'Active Testing Model' provided flexibility around both the profile of the testers and when they were required i.e. attending only when needed as determined by the client
- A strong collaboration with the development and business analysis teams, all working towards a successful outcome
- An enabling approach, including knowledge transfer and mentoring.

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