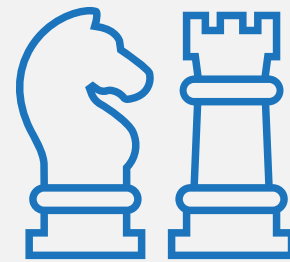


Quality Maturity Model (QMM)

Many clients are unaware of the maturity of their software testing. Being able to accurately assess both the actual and desired maturity of the organisation's Quality Assurance (QA) function is a huge benefit. Brickendon have a 78 or 148 point process to measure and assess this function using our QMM methodology and make recommendations for improvement.

A global G-SIB bank had some old mainframes as well as more modern architecture and were facing many challenges with software delivery and code quality and approached Brickendon to run a full QMM process.



Strategy & Advisory

Strategy & Advisory

Client Challenges:

The client had many challenges with architecture ranging from mainframes to fully CI/CD processes but were facing critical bugs on every software release reducing the ability to implement software effectively. The challenges included:

- Defects slipping into production, exposing the business to operational and reputational risk.
- Long test cycle limiting the organisation's ability to deliver against strategic business goals lack of quantitative and qualitative performance measurements hindering progress towards measurable improvements .
- Inefficient software development life cycle (SDLC) processes and coordination within the delivery team (Dev (Dev, QA, BA and Production Support) leading to project delays and missed deliverables.
- Disparate test processes and tools increasing the complexity and the overall cost of testing.
- Regulator concern regarding defects and error rates from various systems caused by software releases.

AI & Data

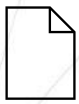
Brickendon Solution:

The client engaged Brickendon's advisory business included:

- Baseline 78 KPIs and qualitative maturity levels across eight process areas.
- Identify pain points and root causes across three focus areas: 1) defect removal effectiveness; 2) test efficiencies; and 3) governance
- Work with the client's delivery team to outline an end-to-end remediation action plan for each of the pain points, focused on optimising processes throughout the SDLC, from requirements gathering, through development and testing, to deployment
- Develop and implement project plans aligned with the remediation action plan, tracking progress towards the business goals. Advise on the formulation of an automation test strategy and roadmap to achieve massively improved regression test coverage, ensuring testing tools are fit-for-use and streamlining automated test execution runs
- Facilitate the realignment of the existing QA teams to achieve improved QA efficiency, including: 1. Incorporating industry best practices.
- Institutionalise a KPI and SLA-driven governance model aligned with business goals, and enhance the data analytics tool to support the defined KPIs

Business Consulting

Digital & Technology



CASE STUDY

Client Benefits:

The benefits realised by the change implemented by the Brickendon team were achieved within the timeframe and budget set out in the project brief. These included:





- Increased use of automation from 10 to 60% per release, resulting in improved QA test efficiency, reduced testing times, early defect discovery, and reliable and repeatable results
- Reduced organisational risk prevention with established Quality Gates, ensuring quality is embedded into each phase of the SDLC
- Improved Quality Maturity levels across seven process areas of policies and governance; test deliverables; functional and automated testing; tools; reporting; environment management; and continuous improvement
- Established qualitative KPI model that provides senior management visibility into quality throughout the entire SDLC, enabling better decision-making based on metrics
- Document walkthroughs and sign-offs, eliminating ambiguity and redundancy, leading to prompt identification of gaps in the documentation and test coverage, and early changes to test design
- Automated acceptance testing framework within the development phase, improving the quality of releases into the QA phase
- Automated test scenario and test case creation, optimising test coverage and generation



Multi-award Winning Team



Why choose Brickendon?

-  **Our track record:** We have demonstrated a long, proven track record since 2010 of transforming our clients through our innovative bespoke solutions.
-  **Our innovative approach:** No one client is the same, therefore our intelligent, experienced and focused consultants use their industry experience to address each challenge in an innovative way.
-  **Our Resources:** Our in country, nearshore and offshore and nearshore capabilities mean we are well placed to cater for all our clients' needs, making the best use of our consultants' 10 years-plus domain experience.
-  **Our passion:** We love what we do and thrive on improving our clients' profitability, efficiency and increasing their competitive edge. We are driven see the tangible benefits at our clients.

To find out more about how Brickendon can transform your business, please do not hesitate to contact us.



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