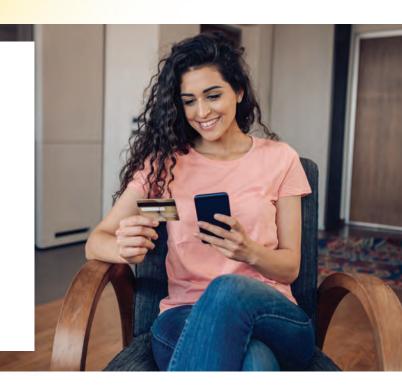CASE STUDY

Customer-Driven Product Development using Behavior-Driven Development

For a Tech-Forward Financial Services Company

Client

The client is a tech-forward financial services company that offers simple, personalized payment, lending, and saving solutions. It provides integrated credit and marketing services, including private label, co-branded, and commercial credit card programs.

Challenges

- The client wanted to transform the traditional way of writing user stories into a more collaborative way. There were many instances where members of a team understood the user stories written by the Product Owner (PO) differently.

- The client wanted to write test cases in a language that was easy to understand for everyone on the team, which could directly be used in the code. Additionally, it would save the time needed for communicating business requirements to the team and improve the testing turnaround time.

- The client wanted all the parties to work collaboratively to understand and derive the acceptance tests.

- The PO was on board with writing BDD test cases since it was similar to writing a user story and its acceptance criteria.

- BDD feature file would be the definitive source of truth about what the system would do. Having a single source of information would instill trust within the team and save time wasted trying to keep requirements, documents, tests, and code all in sync.

LTIMindtree Solution

Applications on which BDD is Implemented

- Application for retail credit services that allows cardholders to manage their credit card accounts online as well as provides retailers with an additional marketing channel to complement their existing web presence.

- Web payment channel that will allow cardholders to make a payment on their account without logging into the application. This web payment channel helps to reduce total payment processing costs by facilitating a payment channel shift away from other higher-cost channels such as mail and pay by phone. This provided a payment experience without requiring username and password entry, enabling easy access for customers.

Why BDD?

- Centralized Service: Process-driven approach and a single point of contact for Business and IT.

- In Sprint, Automation, and regression Automation using Cucumber with Ruby to validate the acceptance test cases.

- Continuous integration in an Iterative development environment.

- Daily automated health checks / Sanity using scalable and robust BDD Framework to suit CI and Regression.

- Regression testing in UAT for quality checks and reports to be circulated with the issues or failed test cases.

- Regression testing is to be done on a need basis in Dev, SIT during the progression testing of newly added features.

Business Benefits

1200+ test cases covered using automation.

85-90% test case coverage

Spanish and English used to write the test cases

Better communication and collaboration among team members for understanding the user stories and writing the acceptance criteria

Daily execution of regression test cases in **UAT**

On-demand execution of regression test cases in **Dev, SIT**

Saved time on manual regression testing