Resolve business issues to increase transactional speed, build customer loyalty, reduce support costs, and ensure regulatory compliance

The financial services industry is currently recovering from the economic downturn which impacted multiple industries during the last couple of years. In addition to the hard lessons learned, about financial responsibility of organizations and individuals, a need for implementing technology and operational mechanisms for detecting issues early has been recognized. In addition, there is a greater focus on improving customer experience and relationships, launching innovative new products, reducing operating costs, and maximizing scarce resources.

As a result, solutions for mobile banking, integrated payments, relationship based pricing, prepaid cards, post trade processing, corporate actions, exception management, enterprise loyalty, and regulatory compliance are becoming increasingly popular.

Dell Services has been working with leading Financial Services organizations for more than 20 years and has leveraged this successful experience to provide comprehensive testing solutions which meet specific challenges that face the Financial Services industry. We have a disciplined risk-based testing process designed to improve software quality, enhance functional reliability, and increase integration efficiency, thereby improving your overall return on investment. We test applications exhaustively whether they are built by us, your IT team, or third-party vendors. Our stringent and structured testing frameworks increase peace-of-mind that your applications consistently meet both functional and non-functional requirements.

Comprehensive Testing Portfolio
Dell has in-depth applications and testing capabilities in a multitude of banking systems environments, including:

- Quality Assurance of tailored applications for payment initiation and processing, trading, online multichannel banking, mobile banking, custody and settlement operations, accounting and insurance claims processing

Applications Testing for Financial Services

- Validation of your cards processing platform including Chip and Pin Enhancements, Europay Master Visa (EMV) Testing and Prepaid Cards Applications
- Verification of custom and third-party solutions for pricing, billing, customer loyalty, securities settlement, OTC derivatives settlement and confirmation
- Assistance in testing adaptation to market and regulatory changes (SEPA, Faster Payments, Basel II, MiFID, Back Office Conversion, and more).
- Testing of Global instrument Reference Data for various trading, order management, risk reporting, settlement, compliance and reporting systems
- Global Quality Assurance (QA) for Corporate Actions and Custody Processing, Fixed Income Applications, and post trade settlement application solutions across equities, fixed income, and derivatives
- Testing Services for technology upgrades, migration, and reengineering
- Testing of third-party products such as Goldensource, Broadridge, Bottomline, Moody’s Risk Management suites

Technology-led testing services include:

**Standard Services**
- Functional/Regression Testing
- User Acceptance Testing
- Product Acceptance Testing
- Performance and Security Testing

**Specialized Services**
- Performance Management
- Business Intelligence (BI) / DataWarehouse (DW) Testing
- Test Environment Management
- Data Migration / Validation Testing
- Compliance / Regulatory Testing
The Dell Advantage
By collaborating with Dell Services, you may be able to:

- **Lower delivery risks** by using our independent verification services through a global delivery model
- **Lower operational costs** through staff rationalization and test automation
- **Outsource Application Testing** (Testing as a Managed Service) to focus on core business
- **Streamline and Standardize Testing Operations** through our well-defined and documented testing methodologies and processes based on TMM and CMMi models
- **Ensure Statutory Compliance** through our compliance and regulatory testing services for regulatory transparency, security, and reporting requirements

Delivering Results
- We helped one of Europe's largest automated clearinghouses through legacy systems modernization and testing of their new core payments system capable of processing billions of transactions per year, along with development and testing of the messaging engine, SEPA credit transfer, reference data management system, and exception management system.
- We have supported a leading bank in Ireland for more than a decade by providing quality assurance for their retail and commercial banking applications in the areas of Bookkeeping, Direct Channels, Payments, Branch Banking, AML, Insurance, Clearing, ATM and Cards, MCS/Infocentre, and SAP.
- We enabled a leading independent issuer of credit cards to reduce its time-to-market for the addition of a new class of cards by migrating and testing over 500 applications in less than three months.
- We have supported a Global Investment Bank for more than a decade by providing testing services for a variety of applications in the areas of Equities IT, Fixed Income IT, Derivatives IT, Post Trade Technology, and Customer Technology.

Put Us to the Test
Dell Services not only offers industry leading applications testing solutions, but our global team of technology professionals has the advanced industry knowledge to meet your consulting, project, and staffing needs. We collaborate with you to build stable, long-term relationships that deliver the greatest business value.

For more information about any of our service offerings, please contact your Dell representative or visit dell.com/services.