CYGNET.ONE

Simplified our Client's Business Operations with Comprehensive Quality Engineering Services

Simplifying BFSI in EU

Our client, in collaboration with a diverse network of retail partners, offers interest-free credit solutions to consumers. By implementing Cygnet's testing services, the client achieved a 3-minute checkout and automated collection with a debt recovery system. The platform is a streamlined application process, combined with a quick decision-making system, which enables customers to choose cost-effective payment plans without any hidden fees. Additionally, its platform allows users to conveniently use a single account across a wide range of retail partners.

Transforming manual operations into digital processes

The absence of a robust root cause analysis framework hindered the client's ability to delve deep into the origins of bugs, making issue resolution more intricate. The project encountered difficulties stemming from the client's provision of incomplete requirements, necessitating extensive clarification and collaboration efforts.

The key challenges client faced:

- Third-party integration
- Comprehensive root cause analysis
- Slow turnaround time
- Environment-related challenges
- Resource allocation

Preparing for the future

tWe successfully navigated third-party integrations by rigorously testing with a variety of methods, employing test harnesses, cases, mocks, and a sandbox environment, while collaborating closely with vendors. Comprehensive root cause analysis was enhanced through JIRA workflow adjustments, including dropdown root cause values and corrective action fields in JIRA stories. We further improved processes by introducing RCA discussions during scrum retrospective meetings, utilizing diverse data sources, and refining client requirements to mitigate risks associated with incomplete information. To combat slow turnaround times, we leveraged test automation, a risk-based approach, and various testing methods. Additionally, we solicited feedback from stakeholders during story elaboration to create acceptance test cases. In managing challenging deadlines, our agile development approach, automated testing, and effective communication were key. The team's adaptability and dedication allowed us to address evolving requirements and seamlessly integrate new members, while optimizing resource allocation through continuous training and skill development for the QA team. We also proactively tackled environmental issues by investigating and resolving configuration-related challenges, ensuring a successful project outcome.

Benefits

£175 million in GMV

By implementing our solution, the client achieved an £175 million in Gross Merchandise Value (GMV). It demonstrates its substantial contribution to our client's financial growth.

Projected to £1 Billion in GMV

The projection of reaching £1 billion GMV signifies the enormous potential and growth trajectory our solution offers.

3 min checkout and automated collection

The implementation of an automated debt recovery system transformed the user experience reflecting the ease, speed, and efficiency of our solution.

Enhanced security and obtained a high transaction rate

Our AI-based risk forecasting and fraud prevention mechanisms have resulted in significantly enhanced security, ensuring safe and trustworthy financial transactions.

Scalable Testing Infrastructure

Our software testing function successfully established a scalable testing infrastructure capable of accommodating the intricacies of the microservices architecture.

Cross-Application Testing Excellence

Execution of a comprehensive cross-application testing strategy, ensuring validation of shared business use cases, and acceptance criteria across all relevant applications.

Risk Reduction and Quality Assurance

Through rigorous testing practices, we contributed to mitigating lending risk with proactive identification and resolution of software issues.

About the Client

Our client is a leading non-banking finance firm in the UK, who offers financial solutions to customers through eCommerce and Omnichannel retail partners with a high-end network of 300+ retailers and 10,000+ end-users.

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Cygnet Infotech is dedicated to excellence and is re-evolving as CYGNET.ONE to help consolidate its specialized offerings in Compliance transformations, Digital & Quality Engineering, Enterprise Modernization, Data, AI & Analytics Hyper Automation, Test automation, Digital signature, and a myriad of other offerings across Americas, the UK & Europe, Africa, the Middle East, and the Asia Pacific. Through Cygnet Cosmos, our digital transformation framework, CYGNET.ONE empowers organization to achieve business process digital transformation through co-ideation, co-creation, co-innovation, and co-evolution. With a global presence spanning across diverse markets and industries, Cygnet One serves as a one-stop destination for intelligent solutions, delivering value from ideation to execution, ultimately driving success for clients and partners worldwide.

CO-IDEATE	Co-Ideate for new product development & new market GTM
CO-CREATE	Co-Create technology enabled connected business solutions
CO-INNOVATE	Co-Innovate intelligent solutions with Cygnet launchpad.
CO-EVOLVE	Co-Evolve with a strong continuum of Cygnetians, clients, & partners.

www.cygnet.one