

Eggplant Helps the Mauritius Commercial Bank Increase Testing Efficiency

Saving 1480 work days compared with manual testing

Overview

Founded by a group of traders in 1838, the Mauritius Commercial Bank (MCB) is Mauritius's longest-standing and leading banking institution. Actively involved in various markets across sub-Saharan Africa, the bank is alert to growth opportunities and proactively seeks out technological, operational, and managerial opportunities. A string of market firsts testifies to their pioneering approach to ongoing business innovations.

With innovation at the forefront of their operations, MCB created a testing services unit. QA Chapter Lead, Warren Jatteesing, has been instrumental in developing this unit, as part of a broader digital transformation journey for the whole organization. He initially split development and testing into different teams, then began looking at testing automation. After initially using a Selenium-based tool developed internally, they discovered Eggplant and rapidly accelerated their software testing.

As Warren Jatteesing describes it, *"Two years before we adopted Eggplant, we didn't even know we could automate the tests and now, with Eggplant, it's all so much easier than before. It's been so easy to implement Eggplant, it's almost like magic."*

"We wanted to go from zero to one hundred with automation, and we did it with Eggplant. Now, our testing is done at the click of a button."

Warren Jatteesing, QA Chapter Lead at MCB

The Eggplant Difference

Easy onboarding for all

As with any technology adoption, an important element of introducing a new software testing platform is getting everyone up to speed in using the tool effectively. Eggplant is easier to learn and implement than many other platforms, delivering a seamless transition.

"Our testing capacity was limited before Eggplant because we didn't want to take people away from our development team to do the manual testing. But once we adopted automation, onboarding new people to Eggplant was so easy. We even onboarded people in the business with no IT background - that's how easy it is."

Warren Jatteesing, QA Chapter Lead at MCB

Rapid increase in automated testing volume

When MCB first introduced automated testing with a Selenium-based tool, they were limited in how much of the manual testing for their banking system could be automated. Many of the screens users would see were complex – with multiple tabs – meaning their original testing tool couldn't replicate the user experience and spot glitches.

After introducing Eggplant, which uses optical character recognition (OCR) and computer vision, they increased the amount of automated testing to 70%, reducing their workload dramatically.

Automated regression testing of core banking systems

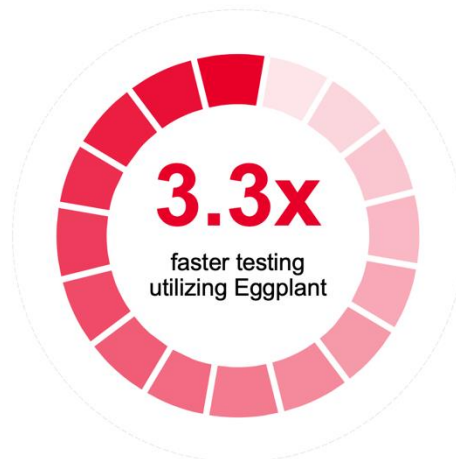
In the days before they were using Eggplant, MCB needed to run an upgrade of their core banking systems, Temenos. With the testing platform they were using at the time, only 30% of the regression testing was done automatically, and the rest was done manually. This resulted in the upgrade taking 400 work days to complete.



Temenos Regression Testing Reduction from 400 to 120 work days with Eggplant Test

"A big leap forward compared to our last upgrade, and one of the best examples of the huge difference Eggplant can make."

- Warren Jatteesing, QA Chapter Lead at Mauritius Commercial Bank



Fast forward to 2024, and MCB are well-versed in using Eggplant, so their Temenos upgrade was more than 70% automated, and took only 120 work days to complete, making it much less labour intensive. Warren Jatteesing described it as, "A big leap forward compared to our last upgrade, and one of the best examples of the huge difference Eggplant can make."

Successful testing for mobile application

The bank's widely used app, MCB Juice, has succeeded partly because of their technical team's ability to run automated regression testing overnight, with reports each morning alerting them to any issues. This means the app is secure, effective and trusted by the Mauritius population. The app acts as a 'digital and lets people pay utility bills and manage their cards, accounts and bank transfers.

"We have nearly 700,000 users out of a population of 1.3 million people - so 54% of Mauritius people use the Juice app. And with the automated regression testing in place, we only need four QA engineers working on the app."

Warren Jatteesing, QA Chapter Lead

Scaling testing coverage

Warren Jatteesing oversaw test automation for the entire banking group. Since it had been so straightforward to introduce to the bank's team, he quickly rolled it out to their local overseas subsidiaries. These teams had been using another tool, but the QA team were quickly able to train their colleagues on using Eggplant for automation testing throughout the broader organization.

Currently 55% of regression tests are automated, with the bank's QAs working hard to increase this percentage. They are presently developing templates which will allow them to speed up their automation roll-out.

Fast end-to-end testing between all platforms

A huge gain for MCB is that they've achieved full end-to-end testing between core banking platforms, mobile applications, desktop, web and COTS.

The time spent on this has been massively reduced too. For example, before Eggplant, testing the upgrading system took around 279 work days, but this has now been reduced to 42 work days, meaning this work is now being done more than six times faster, using Eggplant.

Organization-Wide Innovation

Building trust in innovation

Each year, MCB holds an Innovation Day where teams can showcase the work they're doing and compete for the top prize for the most innovative work in the company. In their first year of using Eggplant, Jatteesing presented his teams' automation work:

"We showed our innovation to the tech and business units. When we ran the script, and demonstrated the automation, it was a straight winner."

Warren Jatteesing, QA Chapter Lead

The following year, Warren showcased their automated release pipeline, demonstrating that there was no longer a need for QA engineers to wait until the late hours of the evening to run the release manually.

"We showed managers how the automated release works, and demonstrated that if there are any red flags, the release doesn't go ahead. It's safe to say they were very impressed."

Demonstrating use cases to senior leaders

By continuously assessing how many work days Eggplant is saving MCB, it has been straightforward to prove the return on investment to managers at MCB.



"It's easy for me to demonstrate the benefits of Eggplant. In the financial year to 2023, we can see that **we've saved 1480 work days** as a direct result of running automated testing with Eggplant, rather than manual tests.

There is so much evidence that no cost is involved - **Eggplant more than pays for itself.**

- Warren Jatteesing, QA Chapter Lead at Mauritius Commercial Bank



Warren Jatteesing told us, *"It's easy for me to demonstrate the benefits of Eggplant. In the financial year to 2023, we can see that we've saved 1480 work days as a direct result of running automated testing with Eggplant, rather than manual tests. There is so much evidence that no cost is involved - Eggplant more than pays for itself."*

Profile raising and attracting talent

One side benefit of introducing testing automation to MCB, aside from the faster release times and huge savings in work days, is the fact that their work is attracting positive attention in Mauritius. Not only have other companies adopted automated testing due to MCB paving the way, but the banking group can attract additional talent to the company, attracting more and better applicants when they advertise a role.

Warren Jatteesing shared, *“As a result of the attention we’ve been getting, we’re planning to make a short video about the life of a QA engineer at MCB, so people can more fully understand our work and the tech stack we’re using. I’m proud of our work, and we make it much easier to be a QA here now, with Eggplant. When they hear what we’re up to, more and more people want to work here.”*



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- Warren Jatteesing, QA Chapter Lead at Mauritius Commercial Bank



Key Outcomes

By introducing Eggplant's software, MCB was able to dramatically cut down the time spent on manual testing, making their testing regimes more efficient and reliable. Their key outcomes include:

- Scaling testing coverage utilising Keysight Eggplant.
- Successfully testing and launching their mobile application, MCB Juice, which has been widely adopted and is now used by 54% of the Mauritius population.
- Automated regression testing of Temenos core banking system increased from zero to 70% automation, using Eggplant Test, cutting regression testing time from 400 work days to 120 work days.
- Achieving full end-to-end testing between core banking platforms, mobile applications, desktop, web and COTS.
- Increasing efficiency for system upgrades, cutting the average 279 work days down to 42 work days, by using Test Automation.
- Reducing work days for their latest financial year by 1480 days, due to the reduction in manual testing.
- Attract fresh graduates and build internal QA capacity, due to MCB's choice of testing automation technology.

Keysight enables innovators to push the boundaries of engineering by quickly solving design, emulation, and test challenges to create the best product experiences. Start your innovation journey at www.keysight.com.



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