

International Financial Services Company Protects Its Business with Lab and Test Automation

Testing Times Reduced by 85%

The Challenge

As one of the world's largest banks, the organization is under immense pressure to deliver superior performance on multiple fronts:

- Excellent service to its customers
- Speed and efficiency for employees
- Compliance in a highly regulated industry
- Security that can withstand today's sophisticated threats

Deploying new technology is a high-risk activity that requires pre-production validation to minimize risk on all these important vectors.

Although network equipment manufacturers test and validate performance of their equipment or software, they can't possibly verify it on every unique enterprise network, under their specific architecture and usage scenarios. Vendors may even have "gaps" in their testing when leveraging open source code or newly acquired technology, that may not have been as thoroughly vetted. Enterprises are wise to take a "trust but verify" approach even with vendors claiming the most rigorous testing processes.

This risk profile also extends into vendor patches and release updates, which are critical for IT teams, to ensure their systems are performing optimally and with the latest security measures. But even these seemingly small, prudent changes, can have big, unanticipated impacts on customers and employees. Security vulnerabilities may be introduced, if not tested pre-deployment.

Prior to deploying anything on its network, the company follows an automation-enabled process to verify performance — minimizing risk of issues impacting customers and employees.

Overview

The multinational financial services company maintains a network including central offices, 8,000 branches and 13,000 ATMs with operations in 35 countries and over 70 million customers globally. Based out of a centralized lab location, a dedicated team is responsible for validating performance and interoperability of new technologies, including software and hardware, prior to implementation on their live, operational network.

"Companies need to ask themselves 'What is our risk tolerance?' Is it more costly to test prior to deployment than to allow something out on the operational network and risk impacting customers or operations?"

Network Architect, Global Financial Services Company

Keysight Solution

The organization leveraged the Velocity Automation Portfolio from Keysight to extend remote testing capabilities to IT personnel on a global scale. Using remote lab access, standardized test scripts are developed, shared, and executed through Velocity iTest by geographically disperse employees and teams to enable the level of precise testing expected from a world-class financial institution. With Velocity Core capabilities, frameworks can be mapped in modular and versatile ways allowing teams to use the same standards and testing methodologies in both test and production environments.

Use Case Scenarios:

Vendor validation testing — Do vendor solutions stand up to their claims for performance and interoperability? Additionally, when tested against the unique characteristics of the operational environment, do these performance metrics still hold, or will certain aspects of the technology be challenged when presented with a non-standard, vendor-agnostic simulation?

Security testing — Risk comes with every change on an operational network. This risk may come in small patches or release upgrades to existing technology. Given the security risks facing regulated financial institutions who are held accountable for extremely sensitive data, the organization verifies the impact through standardized testing procedures to protect its business prior to pushing out routine updates.

Supporting DevOps with CI/CD — With Keysight automation capabilities, development and production teams are able to share methodologies, standards, and test scripts to ensure the expectations of performance tested in the lab are reflected and maintained in the operational network.

The Result

Without an automated, remotely accessible lab and test infrastructure, the organization would be challenged to adhere to the rigor of testing they require. This new model of pre-production testing has provided standardization in procedures reducing variability and human error.

By implementing Velocity Core and Velocity iTest from Keysight, they were able to cut test time by 85%, saving operational costs by building a more efficient team, and reducing capital expenses with better utilization of lab resources.

Additional benefits:

- Faster implementation of critical network upgrades and changes
- Fewer errors in testing
- More stable and consistent delivery of services to customers and employees
- Avoid costly penalties and fees for breaching SLA commitments

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