



IT Partner to Enhance QA Effectiveness & Process Optimization for a POS Device Manufacturer

Industry Landscape

The biggest challenge that almost all large financial institutions face today is to keep their payment systems 100 percent available and compliant while adapting to rapid changes in new payment initiatives and increased customer demands. The increased investment required to keep pace with these challenges across geographies and various verticals is creating a requirement for cost optimization built on new technologies that can return value to a business in the shortest possible time.

In addition, end users today have less tolerance for application errors, security or performance issues, and an inconsistent experience across channels, thus requiring organizations to focus more attention on quality and reliability. In order to address the expectations of these end users, best-in-class organizations are investing more on quality assurance (QA) and building QA best practices to support those commitments.

Business Objective

In order to improve the efficiency and effectiveness of their QA processes, a U.S.-based POS device manufacturer needed an IT partner focused on the payments industry. The company wanted a partner that would help them bring down their Total Cost of Ownership (TCO) while introducing best practices that optimize the productivity of their testing processes.

The POS solution provider works with 17 different acquirer processors and provides complete end-to-end future-proof, flexible, customizable solutions to their merchant customers. RS Software was selected by this organization based on our ability to develop and implement strategies and processes that better serve these end users.

Solution Overview

Our first association with the client was focused on their desire to upgrade their POS solutions to accept EMV in the shortest possible time to market. To begin with, the RS Software team conducted an audit of the system and developed a comprehensive implementation roadmap for achieving full EMV compliance. Once the roadmap was approved by the client, we delivered an end-to-end design and implementation strategy for the projects.

The RS Software audit of the current system identified different acquiring channels, the messaging formats across different systems and the current backend processor connections. Using the results, we applied our proprietary EMV compliance framework to create the solution roadmap and optimized implementation design.

RS Software then utilized its proprietary EMV testing framework with predefined EMV-focused test scenarios to accelerate the end-to-end test execution process across the testing landscape. We utilized our extensive payment domain knowledge and qualified pool of QA engineers to maximize the testing process for the EMV implementation.

The RS Software solution delivered the following business benefits:

RS Expertise	Business Value to Customer
Experience in Product QA and EMV Certification Testing	<ul style="list-style-type: none"> Quicker time to market Contribution from strategy phase Availability of technical and domain trained resources from start
RS' Proprietary EMV QA Framework	<ul style="list-style-type: none"> EMV QA roadmap definition and standardised test processes and scripts Customer training Processor certification
Streamlined QA Processes and Automation Strategy	<ul style="list-style-type: none"> Leveraging coding knowledge for early error detection QA process optimization by using Enterprise Health Dashboard Regular customer reporting metrics

RS Software has made a huge impact in getting our software to market faster. We have utilized their expertise in product testing and EMV certification. Their coding knowledge has also provided a good resource to create bug reports to our engineers. All their assistance has allowed us to release multiple applications in a faster timeframe.

— **Director of Operations & QA**

About RS Software

RS Software is a leading custom software development, testing and implementation house for the payments industry. With more than 25 years of experience in this industry, we have helped create, test and implement products and services that have transformed the marketplace.

RS Software has an execution-ready resource pool for improved productivity (core + flexi resource pool). The resource pool includes a wide range of skillsets and domain expertise such as Payment Domain Specialists, QA Experts, Automation Experts, Performance Experts and Technology specialists:

20+ test analysts with 5+ years of advanced domain experience and deep knowledge of applications and standards applicable to the payments domain.

Payments Testing SME with 10+ years experience in areas like Authorization, Clearing and Settlement, Fraud / Risk, Dispute, Processor Certification, Merchant Management, Loyalty & Awards, Cardholder Security (VbV, 3D Secure), Merchant Billing, Terminal Management, Emerging areas (EMV, Tokenization) and others.

200+ domain focused test engineers with expertise in testing across multiple technologies and business function areas.

The RS Software TCoE (Testing Center of Excellence) oversees the development of QA practices within the company and provides the infrastructure necessary for the development of skills. The work done within the TCoE is integrated with RS Software's proven RS GEM™ (Global Execution Model) to provide a comprehensive set of services and continuing innovation within the testing arena.

The RS Software QA team offers customers insights into the latest trends in the process certification space and experience in certification of standards such as ISO 9001, SEI CMMi, and TMMi. The team also provides formal process improvement consultancy through implementation of Six-Sigma and Lean/Kanban methods.