

A man and a woman are working together at a computer in an office setting. The man, with grey hair and glasses, is seated and typing on a laptop. The woman, with dark hair, is standing behind him, looking at the screen and pointing at it. They are both smiling and appear to be in a collaborative work environment. The background is slightly blurred, showing office furniture and a window.

HEXAWARE

Transforming Wealth Management CX Through Financial Application Testing

Testing solutions for a global fintech company's GCC.

Case study

Client

| Client

- Challenge
- Solution
- Benefits
- Summary

The client is a fintech provider delivering innovative solutions for investment management, regulatory compliance, and secure communications within the global financial services sector. With the aim of improving the customer experience, the client sought comprehensive financial application testing solutions for a new business functionality in wealth management—trade processing and settlement.



Challenge

Client

Challenge

Solution

Benefits

Summary

The client faced critical challenges in testing their new trade processing and settlement functionality. The lack of comprehensive testing solutions risked delaying time-to-market, jeopardizing the client's ability to deliver seamless services. Specific pain points included:

Time Constraints: The client required the creation of manual and automation-ready test cases within an aggressive timeline.

Testing Gaps: The absence of robust testing frameworks and best practices hindered the management of new business functionality.

Scalability Needs: The testing solutions needed to support applications servicing thousands of clients.



Solution

- Client
- Challenge
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Hexaware partnered with the client to deliver tailored, innovative testing solutions. The approach focused on establishing best practices in wealth management and introducing next-generation testing capabilities:

Flutter App: Created a mobile automation suite for Flutter-based apps.

Manual Test Case Creation: Developed over 25,000 test cases covering trade processing and settlement scenarios.

Automation-ready Preparation: Ensured 85%+ of test cases were primed for automation, enabling faster execution cycles.

Performance Engineering Enhancements: Leveraged Google Lighthouse to optimize performance testing for mobile and web applications.

Unified Automation Framework: Implemented a framework that standardized automation practices across teams, reducing regression testing time through parallel execution.

Early Security Testing: Introduced early-stage security assessments to identify vulnerabilities before release.

Accessibility Testing: Established a practice ensuring compliance with accessibility standards, improving customer experience.

Digital Happiness Index: Deployed a proprietary framework to measure user satisfaction, refining application usability and engagement.



Benefits

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Our financial application testing solution delivered measurable improvements in operational efficiency, testing quality, and customer satisfaction:

- Defect Detection:** Achieved a 98% defect detection rate, significantly reducing production issues.
- Automation Coverage:** Enabled 85%+ automation coverage, accelerating testing timelines.
- Scalability:** Supported applications servicing over 50,000 clients, ensuring reliable performance and resilience.
- Time-to-market:** Minimized delays in new functionality rollout by addressing testing gaps.
- Customer Experience:** Improved application accessibility and usability, elevating satisfaction across global user bases.



Summary

Client	Hexaware transformed the client's testing practices for wealth management applications by delivering 25,000+ test cases and establishing best-in-class performance and security measures.
Challenge	
Solution	
Benefits	The comprehensive solution ensured 98% defect detection and 85% automation coverage, improving customer experiences for over 50,000 of its clients. This innovation-driven partnership empowered the client to stay ahead in the competitive fintech landscape.
Summary	



About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at <https://www.hexaware.com>

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