

Case Study



Empower Federal Credit Union Testing Automation Improves Efficiency and Supports Member Engagement

User acceptance testing (UAT) is a critical last step in ensuring successful software implementations or changes, but it can be time consuming and resource intensive. Leveraging Testing Services from Fiserv to automate UAT, Empower Federal Credit Union saved time and money while ensuring great member experiences.



When Empower Federal Credit Union began planning an upgrade from its old account processing system to DNA® from Fiserv, management wanted to answer the following questions:

- Will our staff readily adapt to the new system?
- Does the application meet the needs of all users?
- Do any fixes need to be made to meet both user and member expectations?

To answer those questions, the credit union sought a systematic UAT approach that would organize and track test cases and results. However, it lacked sufficient in-house resources to perform UAT for an upgrade of this scale. Another challenge was the timeframe – the go-live date was just six weeks away.

Client Profile

Empower Federal Credit Union (FCU) was created by the merger of Power FCU and Empire FCU. Power FCU was founded in 1939 by nine employees of what was then CNY Power Corporation/Niagara Mohawk (currently National Grid). Empire FCU was established in 1950 as Syracuse District Telephone Employees Federal Credit Union by employees of the Syracuse office of the New York Telephone Company. Empower FCU is headquartered in Syracuse, has more than \$1.9 billion in assets and serves over 211,000 members across eight New York counties.

Meeting a Tight Deadline

Empower selected Testing Services: User Acceptance from Fiserv to complete the testing within the accelerated time frame. Fiserv gathered a team comprised of both testing and DNA experts who could hit the ground running.

In addition to conducting user acceptance testing for the DNA conversion, Fiserv offered to develop a repeatable automation that could be used to test future software updates, as well as manual test cases that could be used to produce detailed documentation for audit and compliance purposes.

Significant Cost Savings

Leveraging Fiserv experience, Empower has reported significant cost savings both in terms of testing effort and time as well as shrinking the testing time frame. The goal was to allow business functions to better support the member experience.

The credit union achieved the following benefits:

- 70 percent reduction in testing hours
- 50 percent fewer people involved in testing, creating efficiencies for the organization
- 45 percent reduction in test duration – getting new functionality to members and internal users faster

Challenge

Empower Credit Union lacked sufficient in-house resources to perform UAT for a DNA conversion. Another challenge was the time frame – the go-live date was just six weeks away.

Solution

Fiserv completed the testing within the accelerated time frame while developing a repeatable automation that could be used by the credit union's IT staff to validate future business product changes.

Proof Points

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A Repeatable Testing Framework

The suite of automated testing scripts developed by Fiserv, combined with end-user training and documentation, has enabled the credit union to execute UAT without outside assistance.

IT staff use the testing scripts to validate business product changes outside of the upgrade cycle, which allows them to uncover any unintended impacts. "We're able to validate business product changes much earlier now, preventing any negative experiences for users and members," said Jason Tedford, senior vice president and CIO of Empower.

Resource and Time Savings

Testing Services provided by Fiserv have greatly reduced the resources needed to test new software releases, which translates into ongoing cost savings for the credit union. "We've reduced the number of testing hours by 70 percent, and 50 percent fewer resources are involved in the validation process. We can quickly see and focus our attention on any problems by reviewing failed scripts," said Tedford. "In addition, we have reduced our testing cycle time and can deliver new capabilities faster. Fiserv has been proactive in bringing valuable testing assets to the table."

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Jason Tedford
Senior Vice President and CIO
Empower Federal Credit Union
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Fiserv, Inc.
255 Fiserv Drive
Brookfield, WI 53045

800-872-7882
262-879-5322
getsolutions@fiserv.com
www.fiserv.com

Connect With Us

For more information about Testing Services: User Acceptance, call 800-872-7882, email getsolutions@fiserv.com or visit visit.fiserv.com.