User Acceptance Testing
The Last Mile in Assuring Business Readiness

Introduction

User Acceptance Testing (UAT) is the vitally important last mile quality assurance (QA) activity in the software development lifecycle that focuses on ensuring business readiness of applications. Often, business subject matter experts (SMEs) and operations staff are overloaded with IT activities, and organisations do not have skilled staff to manage UAT for large transformational and regulatory programmes. Reduction or elimination of change requests during the production phase is directly influenced by the success of UAT which, in turn, reduces project costs. While most banks and financial services organisations implement UAT, the maturity and optimisation of UAT varies.

Cognizant’s UAT Offering

Cognizant has developed a specialised UAT service offering to help customers acting as a key pillar of strength for end-to-end assurance on business requirements. To address these challenges, Cognizant has developed UAT-as-a-Service to help customers deliver end-to-end assurance by encouraging business ownership across the software development lifecycle. Cognizant’s UAT-as-a-Service is flexible, available on-demand, and can be tailored to customer requirements as well as integrated with testing to help reduce total cost of ownership.

| Establish a UAT practice for client organisations | Strategise UAT for business-critical programmes | UAT support for business teams | UAT delivery execution |

Figure 1: Cognizant’s UAT Offering
Why Cognizant?

Our domain-led UAT service, effectively addresses the gap between expert user knowledge and expert test knowledge within the banking and financial services sector. We help clients address the challenges of a reduced business workforce by blending expert domain, product, testing and automation skills to provide cost-effective and outsourced UAT services.

Quick Take

The Background

- **What:** Testing partner for over 5 years
- **Why:** Entrusted to deliver UAT for a strategic migration programme
- **For:** 3 internet banking and call centre channel applications
- **How:** Cohesive delivery through a team of business analysts, subject matter experts and business testers with a peak team size of 15, located at both, onsite and offshore

The Client

This British multinational banking and financial services company has operations in retail, wholesale and investment banking, and provides a suite of savings, investments, credit, and payment services for businesses. As a leader in IT enablement, the bank relies on technology to differentiate its business across the financial services value chain.

The Need

- Deliver UAT testing for the client coordinating with multiple client POCs
- Minimise business team effort in UAT phases
- Cater to multi-country rollouts and associated localisation
- Adhere to stringent timelines considering linked releases for different markets
The Solution

By providing the client with independent teams working at both, onsite and offshore locations, Cognizant delivered the project successfully. To ensure knowledge transfers and cross-leverage of functional knowledge, Cognizant engaged business analysts and subject matter experts for UAT activities. This team took ownership of business requirements and helped design relevant test scenarios and user scenarios. The team of business testers along with a reduced team of business analysts then delivered the test results with end-to-end traceability to business requirements, thus providing the much-needed business requirements’ assurance. Cognizant worked closely with the client, involving business users in test design review for complete business process coverage.

Benefits

The business team was involved in the review and sign-off process, and language-specific testing. However, Cognizant’s intervention simplified and reduced the UAT effort of the client’s business team significantly. Our onsite-offshore model helped the client to reduce costs by 40%, when compared to a full-fledged onsite model.

Let’s Connect

Interested in learning more about UAT or its functioning? Do not hesitate to reach out to us today.

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About Cognizant

Cognizant (NASDAQ: CTSH) is a leading provider of information technology, consulting, and business process outsourcing services, dedicated to helping the world’s leading companies build stronger businesses. Headquartered in Teaneck, New Jersey (U.S.), Cognizant combines a passion for client satisfaction, technology innovation, deep industry and business process expertise, and a global, collaborative workforce that embodies the future of work. With over 75 development and delivery centers worldwide and approximately 199,700 employees as of September 30, 2014, Cognizant is a member of the NASDAQ-100, the S&P 500, the Forbes Global 2000, and the Fortune 500 and is ranked among the top performing and fastest growing companies in the world.

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