

BANKING ON CHANGE WITH ACUTEST TESTING FOR FINANCIAL SOFTWARE LIMITED

In this case study, discover how [Financial Software Limited \(FSL\)](#) redefined their in-house capabilities with a robust approach to performance testing with [Acutest](#).

Project background

The company's showpiece capital gains calculation and investment tax management product (CGiX) was sometimes performing at slower speeds than expected. However, as the system lacked intuitive baseline reporting to allow FSL to diagnose running issues swiftly, their technical teams needed a better testing solution.

Manual performance testing was ineffective and time-consuming, and the team **needed to transform the approach with performance testing**. Whilst being a software service provider themselves, they knew their offering had to live up to the standards expected by their client-base. They recognised a testing intervention was needed and reached out to an existing service provider, Acutest, to gain precision.

Key considerations:

- Loading speeds for showpiece CGiX platform
- Manual performance testing caused significant inefficiencies.



About Financial Software Limited

Financial Software Limited has been producing and implementing market leading software since its foundation in 1994. Their clients include investment banks, private banks, wealth management firms, specialist tax consultancies and service providers. [CGiX](#), their capital gains calculation and investment tax management product, has attained and maintained 'best of breed' status within the taxation software industry.



How Acutest became the partner of choice

Having been an Acutest client for several years, FSL sought their help to enhance their testing and to maintain their standing as market leaders.

Acutest have a defined way of working that shapes everything we do, how we interact and how we measure success. Our core principles and practices centre around our customer-centric and fail fast approach which identifies the biggest or most imminent risks and blockers. We prioritise testing where you need it most to deliver all-round quality control.

With that in mind, Acutest were well-placed to review FSL's in-house testing capabilities (TIP) and made recommendations to enable them to gain control of their testing. FSL welcomed the idea of having an automation framework (CDAF) in place and having already worked with Acutest since 2016, in April 2020 they signed a three-year agreement to ramp up their innovation.

Calling time on manual performance testing

Joe Hughes, Infrastructure Director confirms where the difficulties were: "what was one person's idea of slow, might not be slow for the next. We had no way to reference historical data for performance issues which did not exist previously. We had no handle on trend analysis and troubleshooting where code may have disrupted performance was time consuming."

The Acutest set the automated testing approach to ensure FSL could identify the clear linkage from business priorities to tests run and results reported for continued improvement. With this approach deployed, scenarios captured the shared understanding of behaviour and then become the scripts of the automated tests.



"We knew Acutest had a great track-record and a reputation for transparency and honesty. They gave us solutions to problems we didn't know we had. Their testing intervention added tangible value across Financial Software Limited."





The benefits to financial software limited

Acutest have given FSL renewed confidence in their own software capabilities. Through Selenium, they now have the power to agree and change the content of the tests and have visibility of results dashboard. The ability to drill down to individual results has dramatically reduced the time needed to take part in testing releases, increasing precision.

"We can apply baselines to any area. Even things which don't seem contentious right now can be monitored with trend analysis and can predict outages. We came to Acutest with what we thought was a narrow issue, but they widened the scope for us," adds Joe.

The outcomes of the project

The solution was embraced by FSL for progressively building end to end test capability. Automation assets can be re-used to help test other parts of the service and shared between teams to build a complete automated test capability.

FSL were also delighted with the working relationship which was forged during the project: "Processes were welcomed and taken onboard; we have learnt a lot from Acutest. Some of their documentation is phenomenal - they follow through on processes and execute them consistently."

The ability to flex elements of the project up and down according to requirements was also appreciated by FSL, with the number of Acutest specialists assigned to them varying from two to six over the course of the project.

Acutest pride themselves on empowering clients to perform 'testing without testers'. Non-test professionals and no-technical testers can invoke, or review results of test run from tools which they use for delivery management and governance. By doing so this gave FSL's developers and business users the opportunity to raise issues that the core team may not have spotted.

Take control of your testing

Existing customers can talk to their Account Manager or book a scoping call to find out how Acutest can help with your testing, governance and quality assurance needs.

You can find out more about Acutest, including the full range of Testing and Quality Assurance Services on the Acutest webpage.

[FIND OUT MORE](#)

About Acutest

Acutest is a market-leading testing consultancy business launched in 2002 that specialises in testing and quality assurance, change management, and business and IT processes transformation. Acutest was bought by Capita in 2017 where it continued to operate as an independent brand. As of January 2021, we are delighted to align Acutest under the Trustmarque service offering.