



BREWIN DOLPHIN

Brewin Dolphin cuts software test costs by 40 per cent

Hewlett Packard Enterprise streamlines testing of critical stock trading program

Objective

Ensure that a new stock trading platform used by thousands of investors would work properly from the first day of launch

Approach

Requested business cases and bids from three leading vendors of turnkey automation and test management solutions. Decision criteria included ease-of-use, flexibility, scalability and price

IT Matters

- Reduced testing times by 76 per cent through test automation
- Generated 56 reusable test components and 82 HPE Business Process Testing scripts
- Discovered six faults that could have prejudiced the new product launch
- Across 86 tests run test time was reduced from 82 hours to under two hours

Business Matters

- Cut 40 per cent from test costs by automating processes and using Software-as-a-Service
- Preserved Brewin Dolphin's good reputation by providing 40,000 clients with a new trading solution that works efficiently
- Removed hundreds of legacy systems to streamline management and reduce overheads



During an ambitious IT transformation, leading UK wealth managers Brewin Dolphin decided to implement a new stock trading platform. Thousands of investors use the application so stringent testing had to ensure that it would work properly from day one. Extensive test automation was vital and it was achieved with HPE Quality Center, HPE Performance Center and Infuse Consulting's useMango™.

Challenge

Hundreds of legacy systems

Managing more than £28 billion for over 130,000 clients requires the kind of expertise that is only gained through considerable experience. Brewin Dolphin has built up that acumen and knowledge since it was formed in 1762 (a founding firm of the London Stock Exchange) and it is one of the UK's leading providers of personalised, discretionary wealth management services.

Headquartered in the City of London and employing 1,000 people across 30 UK sites, Brewin Dolphin had grown organically over the years and had lost control of its IT infrastructure. Brick by brick, it had amassed hundreds of legacy applications, many of which had been developed in-house and not replaced for 10 years.

“We chose these solutions because Hewlett Packard Enterprise delivered test automation that was less technical, more scalable and cheaper than the alternatives.”

— Rob Carroll, specialist test analyst, Brewin Dolphin

Supporting this complex landscape was placing unacceptable management and financial burdens on the company.

“There were so many subsystems with point-to-point connections and varying technologies that we decided to transform them into just three major systems,” says Rob Carroll, specialist test analyst with Brewin Dolphin.

A critical part of the transformation was Brewin Dolphin’s Stock Trading and Investment Management platform, that supports the majority of its business. This is divided into a web-based service which 40,000 clients use to trade on the stock market and a front office system used by Brewin Dolphin staff on behalf of clients. The new trading application to be implemented was a business critical solution that had been customised by Brewin Dolphin so rigorous testing was vital to ensure that it would work from day one.

“The previous test system we used was geared to mainframe and was complex to set up. It did not have a flexible Software-as-a-Service (SaaS) option and reporting was limited,” explains Carroll.

“With a test team of 15, we need to do four releases of our stock trading system a year, as well as integrate various subsystems from a compliance perspective. We needed test automation to support the roll-out because if our systems don’t perform or function, then we have no system.”

Solution

Vital test automation

Seeking an industrial strength solution for test automation and test management, Brewin Dolphin invited business cases and bids from three companies. The successful solution came from Infuse Consulting, an Hewlett Packard Enterprise (HPE) Gold Business Partner and a pioneer in providing test automation and performance engineering solutions.

Infuse’s solutions are designed to enable businesses to deliver transformative outcomes with unprecedented velocity and uncompromising software quality and its proposal for Brewin Dolphin was a combination of HPE Quality Center (QC) and HPE Performance Center (PC) applications with its own useMango™ product. Infuse delivers the applications from an HPE data centre through a Software-as-a-Service (SaaS) model.



Managing both manual and automated testing, HPE QC is designed to deliver quicker and more effective application testing processes resulting in consistent IT quality management and software quality assurance. HPE QC on SaaS can reduce operating costs by up to 35 per cent, reducing the resources required to manage the tools and removing the headache of upgrades.

HPE Performance Center is built on the foundation of industry-leading HPE LoadRunner software. HPE Performance Center simulates the load of thousands of users to test how applications will stand up to pressures of real use. useMango™ is an automated test tool that has a certified integration into HPE QC and HPE QuickTest Professional and uses its pre-built asset library and Web scanner to deliver test code in seconds as opposed to hours engineered manually, thus reducing risk and drastically speeding return on investment.

“We chose this solution because, technically, HPE Software and useMango™ delivered test automation that was less technical, more scalable and cheaper than the alternatives,” says Carroll. “Infuse and HPE spent a lot of time understanding our business and how their services could benefit us and the detailed business case from Infuse suggested significant savings compared with alternative approaches.

Furthermore, “SaaS delivery has the advantage of flexible delivery. Infuse’s technical account director sorts out any problems which means we don’t have to worry about the solution.”

Highly skilled subject matter experts were brought in and Infuse provided certified training on HPE QC and useMango™ to Brewin Dolphin teams in Newcastle, Edinburgh and London. It also provides the service layer, dealing with escalations, guidance on best practice and a review of return-on-investment on the HPE/useMango™ tools.

In addition to the stock trading system, Brewin Dolphin also used HPE Software and useMango™ to test its Microsoft® Dynamics Customer Relationship Management (CRM) and client on-boarding solutions.

Benefits

Shorter test times and lower cost

Over a test period of 11 days, 56 reusable test components were created and 86 automated HPE Business Process Testing scripts developed. The rate of business process testing script development grew exponentially from five during early days to 18 on the final day and the average was nine per day. A total of approximately 86 tests were run and automation meant that test time was reduced from 82 hours to under two hours.

Customer at a glance

Software

- HPE Quality Center
- HPE Performance Center
- Infuse useMango™
- Software-as-a-Service

“Over 40,000 people use our new stock trade application and the web to trade on the stock markets. Because it’s key to our business, it had to work efficiently from day one so stringent testing was vital.”

— Rob Carroll, specialist test analyst, Brewin Dolphin

Carroll concludes: “Test automation will save 76 per cent on time and is expected to reduce costs by 40 per cent. HPE and Infuse take away any problems and our clients can relax, knowing that they can trade the markets with fully performance systems that have high quality built in.”

The test automation solution from HPE will now be scaled up to include 2,000 regression tests in the stock trading system and extended onto Brewin Dolphin’s CRM platform which is based on Microsoft Dynamics.

Performance testing

To ensure that the stock trading system would stand the strain, HPE PC and useMango™ were used for performance engineering. Concurrent user levels of 250, 500, 750 and 1,000 were simulated and load, soak, stress tests and functionality under load tests were executed to validate the systems performance with high usage levels over long periods of time.

“Performance testing was valuable on the web side because HPE products add a lot of value and give a really good indication of how your system will behave in a live environment,” says Ramzan Amin who previously worked on delivery assurance and governance at Brewin Dolphin.

“Tests yielded issues that resulted in six changes being made before it went live. If we had not done that, I don’t think that the application would have stood up on day one. I don’t think the web access would have worked properly and that would have been damaging to Brewin Dolphin’s reputation.”

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