

2016 HPE Software Innovator Awards

Jason Baldrick, City National Bank

Honorable Mention

Enable Workplace Productivity

Software

HPE Application Lifecycle Management used with:

- HPE Unified Functional Testing
- HPE Performance Center
- HPE Sprinter
- HPE LoadRunner
- HPE Runtime



California bank speeds application testing and quality assurance routines, gaining quality and efficiency with the HPE Application Lifecycle Management platform

High-level overview

City National Bank employed a unified solution, featuring the HPE Application Lifecycle Management software, within its testing environment to gain the following benefits:

- Accomplish 2 to 3 times more testing and quality assurance work—with added efficiency—by building an agile, automated platform
- Shorten the time in application testing and quality monitoring by 85%, enabling application teams to deliver software enhancements, code and functionality faster to the business
- Foster efficiency gains as the department operates at twice its pace with only half the IT staff dedicated to the test environment
- Produce an iterative application lifecycle process, versus requiring two- to three-month timelines previously, that allows staff to meet tight deadlines, conduct POCs and respond to other business application testing needs, including User Acceptance Testing (UAT) team projects
- Automate reports and reviews of testing requirements, maintenance, updates,

changes, application defects and other application lifecycle functions. Eliminate previous time-consuming manual processes such as spreadsheets, screen capture and code viewing that took months for completion

- Enable responsive and quality design of internal, web and online banking mobile applications, ultimately to improve employee/stakeholder productivity and customer experience

Company

Founded in 1954 in Beverly Hills, Calif., City National Bank offers the full spectrum of banking, trust and investment services through 65 offices in six states. City National Bank merged with Royal Bank of Canada on Nov. 2, 2015.

Contact

Jason Baldrick, Vice President of Business Technology Services, spearheads the bank's quality assurance and IT team comprising 50-100 employees and contractors.

Business goals

From its early beginning in 1954, City National Bank has endeavored to create personalized client relationships and help customers prosper by offering a range of innovative financial products. Maintaining optimal relationships mandates tailoring delivery and data points to customer needs and desires. Unsurprisingly, technology plays a major role in enabling the bank's endeavors. City National Bank tasks its quality assurance and application development teams with the job of satisfying responsive design and providing robust performance for intra-bank and customer-facing applications. These applications include Responsive Web Apps, Native Mobile Apps and .net Web applications, as well as providing support for internal corporate production applications. The IT team's number one problem was time management of the application lifecycle process. The teams needed to do more in less time, yet attain efficiencies and quality. For several years, they used manual, traditional application management for testing requirements, ticket management, defects and overseeing application requirements. Using spreadsheets, screen capture and code reviews in their testing routines took several months, prolonging the application lifecycle process and ultimately, application releases to the business. Additionally, it was challenging to conduct discovery runs and organize those discoveries into test cases. City National Bank needed an agile methodology to manage the complete application lifecycle. The right solution would eventually aid the application and development teams in enhancing and modernizing web, online mobile and other relationship banking applications.

HPE Software products implemented

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HPE Partner

With a solid grasp of HPE product knowledge, Ninth Technologies proved instrumental in providing knowledge transfer and ensuring the implementation process was successful.

Additional benefits

The ability to leverage the application management lifecycle methodology for other approaches and lab environments for other departments, including User Acceptance Testing (UAT), without creating a unique plan/environment for each project. Provide consistency of processes, application performance remediation and results monitoring; enabling business units to complete their projects with improved quality and speed; enabling the building of specific test labs for use in unit testing; allowing load testing as needed versus on an annual basis as previously conducted, which promotes business continuity; supporting a virtual machine infrastructure and operation as a SaaS model without security concerns.



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