



# AUTOMATI



End-to-end Functional  
Automation Testing for  
a leading Microfinance  
Institution using  
Tenjin Online

## The Client

A leading Indian-based microfinance institution focused on providing micro-loans to women customers predominantly in rural areas was adding new features to three mobile applications and integrating with other third-party applications. In order to support the continuous testing of these applications, they partnered with Tenjin Online to automate hundreds of their test cases.

## The Challenge

The microfinance institution was enhancing its digital footprint to better service the needs of customers as well as augment its business. They faced challenges maintaining the application quality because they were in a fast-evolving business with frequent changes in government guidelines, restricted resources and budgets. Through Tenjin Online, our SaaS-based codeless automation solution, they were able to automate testing of different functionalities across multiple platforms including Newgen Digital Onboarding and other apps.

## The scope of work included,

- Converting the manual test cases to automated test cases
- End-to-end functional testing of business modules
- Handling regression runs of the automated test cases
- Supporting the field service teams with minimum resources for smooth test execution

## Industry

- Microfinance Services

## Client

- Over 3.8 million customers
- > 16k employees across 1600 branches
- Net income over \$135 million
- Total assets over \$264 million

## Headquarters

- India

## Tenjin Online Delivery

- Functional testing of applications under scope from scratch
- Preparing and verifying test, staging, and production environment for business applications
- Regular regression runs and sanity checks of continuous feature upgrades
- Automating the test cases to reduce the TAT required for repeated testing
- Testing the complete user journey of all applications

## The Solution

Following is the list of activities that the Microfinance institution has accomplished with the help of Tenjin Online for their transformation project,

1. Advice on setting up testing ecosystems on the required applications
2. Leveraging Tenjin Online for defining automation BOTs to mimic app usage
3. Migrating manual test-cases and test-data that leverage automation BOTs
4. Repeated regression runs and sanity checks via automation
5. Integrated defect tracking for manual and automated defects via a common defect management engine
6. Enabling regression testing and validation of new features simultaneously
7. Ensuring availability of input and output recordings for ease of reporting and audits
8. Multi-device testing to ensure combability across devices and browsers

## Key Project Benefits

Using Tenjin Online, the microfinance institution could smoothly upgrade the features of the applications under scope by executing functional testing, regular regression runs, and sanity checks. Following are the project benefits

- High reusability of BOTs ensured minimum re-work and efficient automation
- Scheduling and execution at will – allowed testing to support repeated build deployments
- Reducing the test TAT by 50% , resource requirements by 80% and release cycle time of each sprint by 70%
- Leveraging non-programmers to build and maintain automation
- Helping in an organized way of test execution while improving the efficiency and consistency of testing
- Validation of 3<sup>rd</sup> party interfaces for KYC checks

## Business Impact

- Enhancing operational efficiency by reducing manual effort by 80% and test-run time by 50%
- Reducing the TAT for testing and project go-live by 70%
- Validating over 3 million clients database

## Conclusion

The microfinance institution with the help of Tenjin Online could validate the critical business and third-party applications in a short window. It allowed the organization to test the functional, regression and sanity of the platforms and transition smoothly to the transformed application with new features.

The automation testing was supported with our SaaS-based codeless test automation solution, Tenjin Online, to ensure that the transactions across the business workflows are of an acceptable standard and provide high ROI.

## About Tenjin Online

Tenjin Online is a SaaS-based, codeless test automation platform with distinctive capabilities - test life cycle management, codeless automation for web and mobile, DevOps integration, device farm integration, defect management integration and many more exciting features. Regardless of the complexity and number of updates, the test execution remains high-speed, minimizing manual effort.

**To know more about how we can help you mitigate business risks associated with technology enabled operations, reach out to us at [hello@tenjinonline.com](mailto:hello@tenjinonline.com)**