One of the "big four" Australian banks drastically speeds up mobile app testing with

Kobiton

This major financial institution offers a full suite of products and services from 1,100 branches across Australia, New Zealand, Fiji, Asia, USA and the United Kingdom.

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Client

This major Australian bank's portfolio consists of integrated financial services, including retail, premium, business and institutional banking, funds management, superannuation, insurance, investment and share-broking products and services. The financial group of which the bank is a part has the largest customer base of any Australian bank and operates the largest financial services distribution network in the country with the most points of access.
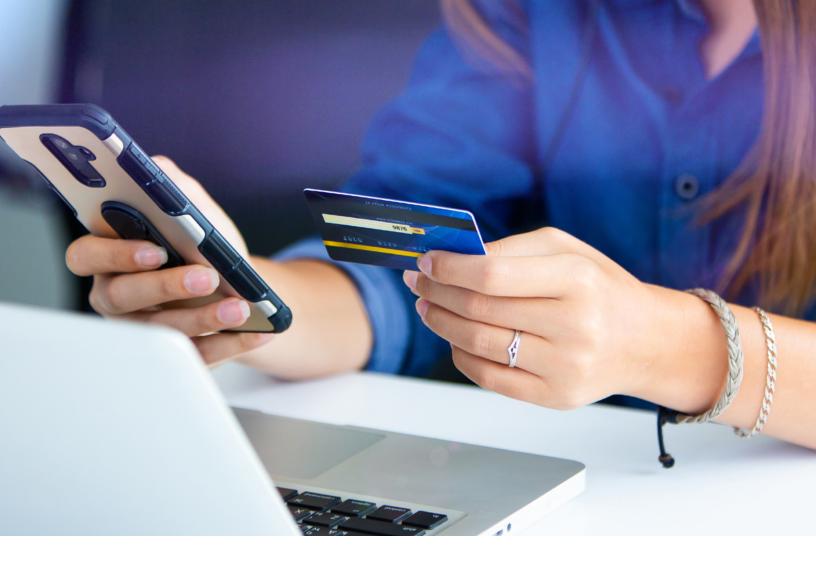
Challenge

With a user base of 4.6 million online customers and two million mobile users, the bank's focus on delivering world-class mobile banking and payment innovations is constant. Just three years ago, 88 percent of online banking logons were through desktop access. Today, 56 percent of logons are via mobile devices, making mobile the primary method for online access. The bank expects mobile access to continue an upward trend, and its ability to quickly build and test native, mobile-web and hybrid apps is critical to delivering innovative anytime, anywhere banking capabilities to its customers.

The lion's share of the bank's mobile testing was manual and handled from its Sydney—and Singapore—based testing centers. Duplicate iOS, Android and Windows Phone mobile devices were deployed in each testing center. Keeping up with the ever-changing market of mobile devices was an ongoing challenge, and purchasing multiple instances of the same devices was not cost-effective.

After an analysis of its current mobile testing practices, the bank's retail banking division determined that providing high quality mobile experiences and secure mobile banking access via iOS, Android and Windows 8 apps required an app testing process revamp. Increasing test automation to improve mobile app quality via more stringent functional testing was the first step. With HP UFT and Selenium-based test tools already in place for automated Web testing, the bank needed a solution that would tightly integrate and extend those solutions to mobile and also provide secure access to mobile devices for on-device testing.

1 http://www.theaustralian.com.au/technology/commonwealth-bank-announces-tap-and-go-smartphone-payments/story-e6frganx-1226741608496

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Solution

The retail banking division evaluated many leading mobile application testing tools providers and found most of the offerings were externally-hosted and cost-prohibitive. Externally hosted services posed app security and content privacy concerns. Testing mobile apps using smartphones and tablets in a public cloud would have meant putting sensitive bank and customer data such as credit information, account numbers and balances outside the bank's direct control.

For example, test engineers in India have instantaneous, secure access to the same set of devices used in Australia; an engineer can use an Android device one minute and then switch to an iOS device the next, all without searching for devices, shipping devices, buying devices, or calling a far-off public cloud vendor to request a change. The bank is able to switch devices in and out of service in a matter of seconds, and can see at any given moment whether a device is available for use or who is using it. These management capabilities have resulted in significant productivity gains due to increased test time.

Kobiton's secure location behind the bank's firewall gives testers and mobile engineers remote access to mobile devices and apps 24x7 and eliminates the need to purchase duplicate devices for each testing center.

Major Australian bank expedites mobile app testing with with Kobiton

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Results

After a comprehensive proof of concept, the bank selected Kobiton to meet its secure device access management and mobile application test automation needs. Kobiton's cloud-based test infrastructure provides access to a secure, centralized mobile device repository, increasing collaboration, enabling device sharing and improving productivity from the bank's Sydney and Singapore testing centers.

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A long time user of HP Unified Functional Testing (UFT) and Selenium, it was important that the selected solution extended the bank's existing web test automation capabilities to mobile application testing. Kobiton met the need. Architected to tightly integrate with HP's UFT, Kobiton can leverage the same scripting tools the bank's engineers already know how to use. This has enabled the bank's testers and mobile engineers to develop automation scripts for mobile using the same scripting language used to test Web apps. The transition from legacy app testing to mobile app testing has been nearly seamless and mobile app quality has improved.

About Kobiton

Kobiton is the mobile and IoT experience platform trusted by leading organizations globally. Our best-in-class software platform helps drive improved revenue on the mobile and IoT channels by lowering app abandonment, improving quality and reducing time-to-market.

Used by over 60,000 developers and testers worldwide, Kobiton is transforming the way companies deliver mobile apps and IoT devices through innovative applications of Artificial Intelligence, Real-Device Testing and the industry's first and only mobile scriptless automation solution.

Drive quality across the entire SDLC. Prevent bugs before pushing test to code with advanced ADB debugging and access to real devices within your IDE. Perfect your application site with the Kobiton Intelligent quality Suite, and build, execute, and report against scriptless and/or scripted automated Functional, Visual, and Performance Tests. When issues are found in test, you can easily resolve them with AI-assisted remediation and ADB debugging. And, all of this is seamlessly integratable with your CI/CD pipeline/tooling so that you can kick-off tests with confidence and ultimately release faster than your competition.

Run your tests on the industry's most flexible and high-performance real device cloud or on premises solution for 30FPS video streaming, in-depth session exploration, and analytics solutions that offer visibility and traceability throughout your entire testing process.

With Kobiton, build, test, deploy, and release better mobile apps, websites, and IoT devices. There's a reason the world's mobile elite choose Kobiton to deliver perfect mobile and IoT experiences for their users.

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