

# Rabobank

Improving the customer experience with better apps and faster testing founded on CA Agile Requirements Designer

## CLIENT PROFILE

**Industry:** Banking  
**Company:** Rabobank  
 (Coöperatieve Rabobank U.A.)  
**Members:** 1.9 million



# 10%

**ESTIMATED INCREASE IN  
PRODUCTIVITY FOR BUSINESS  
ANALYSTS**



# 30%+

**EXPECTED INCREASE IN  
EFFICIENCY FOR TESTERS**

## Apps that meet customer demands

The financial services industry is under constant pressure from customers to deliver faster and better services. Rabobank aims to deliver a 'nine-plus' experience to all its customers, every time. To meet this goal, the bank has introduced a range of apps that simplify customer engagement and accelerate the response to requests and queries.

Marcel Mersie, Project and Test Manager at Rabobank, explains, "We need to get new apps to customers quickly, but without compromising on quality. To decrease the development lifecycle, we've adopted Agile methodologies and established a combined DevOps team, but we still needed to streamline our testing processes."

To meet this need, Rabobank is deploying CA Agile Requirements Designer. "The CA Technologies solution will help us increase the efficiency of our business analysts by 10 percent and testers by more than 30 percent over the next three years," says Mersie.

### Faster testing sooner in the development cycle

Rabobank is one of the three largest banks in the Netherlands, with more than 500 branches across the country and nearly 50,000 employees around the world. It is among the top 30 largest financial institutions in the world in terms of tier 1 capital.

With hundreds of thousands of potential users, the bank's apps are subject to rigorous testing to ensure they meet quality and usability expectations. Manual testing processes, however, were adding cost and complexity to development.

"We conducted testing at the end of the development cycle, with different teams' activities tracked in disparate systems," explains Mersie. "As part of our enterprise-wide shift to from Agile to an Agile DevOps approach, we started weeding out bugs at the start of the development process."

“CA Agile Requirements Designer will help us improve the customer experience and achieve the desired nine-plus satisfaction rating.”

**Marcel Mersie**

Project Manager and Test Manager,  
Rabobank

After a comprehensive evaluation of the tools available on the market, Rabobank conducted a proof of concept exercise with CA Agile Requirements Designer in October 2015. “CA Agile Requirements Designer met 90 percent of our requirements,” explains Mersie. “At first we didn’t believe the solution could really exist!”

CA Agile Requirements Designer is currently being deployed with assistance from CA Services, with a number of enhancements to address the bank’s remaining requirements due to be completed in July 2016.

**Accelerating the Agile journey**

CA Agile Requirements Designer will help bring together business and IT stakeholders involved in the development cycle by providing a single repository for managing and tracking requirements and test cases. Initially, it will be used by 75 testers and 40 business analysts at Rabobank.

“With CA Agile Requirements Designer, our business analysts and testers will be able to collaborate more effectively as they’ll both be working from the same flow charts,” explains Mersie. “It automatically creates test cases and scripts and shortens the review cycle.”

In particular, the solution massively reduces regression testing timelines following changes to requirements. “With CA Agile Requirements Designer, we can see at a glance which tests need to be redone, rather than repeating them all,” adds Mersie.

By increasing the efficiency and accuracy of its testing processes, Rabobank will be able to produce higher quality apps in a shorter timeframe for its customers, as Mersie affirms, “CA Agile Requirements Designer will help us improve the customer experience and achieve the desired nine-plus satisfaction rating.”



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