CASE STUDY

OPTIMIZING PERFORMANCE FOR DIGITAL EXCELLENCE:
YETHI'S ROLE IN A TIER 1 BANK'S CORE BANKING TRANSFORMATION

THE CLIENT

A leading multinational Tier 1 bank based in Lagos, Nigeria, this financial powerhouse serves individuals, businesses, and public institutions across Africa and the UK. With a team of over 12,000 professionals and operations in key markets like Côte d'Ivoire, Ghana, Kenya, and the UK, the bank manages trillions of nairas (₦) in assets and shareholder equity, delivering robust financial solutions at scale.

PROJECT SCOPE

The client operates with a customer-first approach and strives to set industry benchmarks for service excellence and satisfaction. To further strengthen its leadership in digital banking and elevate customer experience, the bank embarked on the migration of its legacy Core Banking System (CBS) to the advanced Finacle 11.17 system. This transition involved extensive enhancements across systems and processes, requiring a partner with deep expertise to deliver rigorous performance testing and ensure stability, reliability, and responsiveness under heavy load conditions.

Yethi Consulting, with its exceptional track record of QA for global financial systems, was selected to validate and optimize the new core banking system's scalability, robustness, and resilience. Yethi's approach was comprehensive and precise, with key focus areas including:

- Ensuring the Finacle system's ability to manage high transaction volumes and peak loads.
- Validating seamless functionality across critical modules like the Finacle Branch Teller Application, ATM/POS channels, and APIs.
- Testing for scalability, concurrency, and processing efficiency.
- Identifying and addressing performance bottlenecks to reduce downtimes and accelerate response times.
- Offering continuous support for issue analysis and resolution for both bank and OEM teams.

THE SOLUTION

Yethi executed a performance testing strategy tailored to the client's CBS transformation needs. The approach included:

1. **Test Planning and Definition:** Collaborated closely with the client and Finacle teams to define test scenarios and set performance benchmarks, ensuring alignment with the bank's operational requirements.

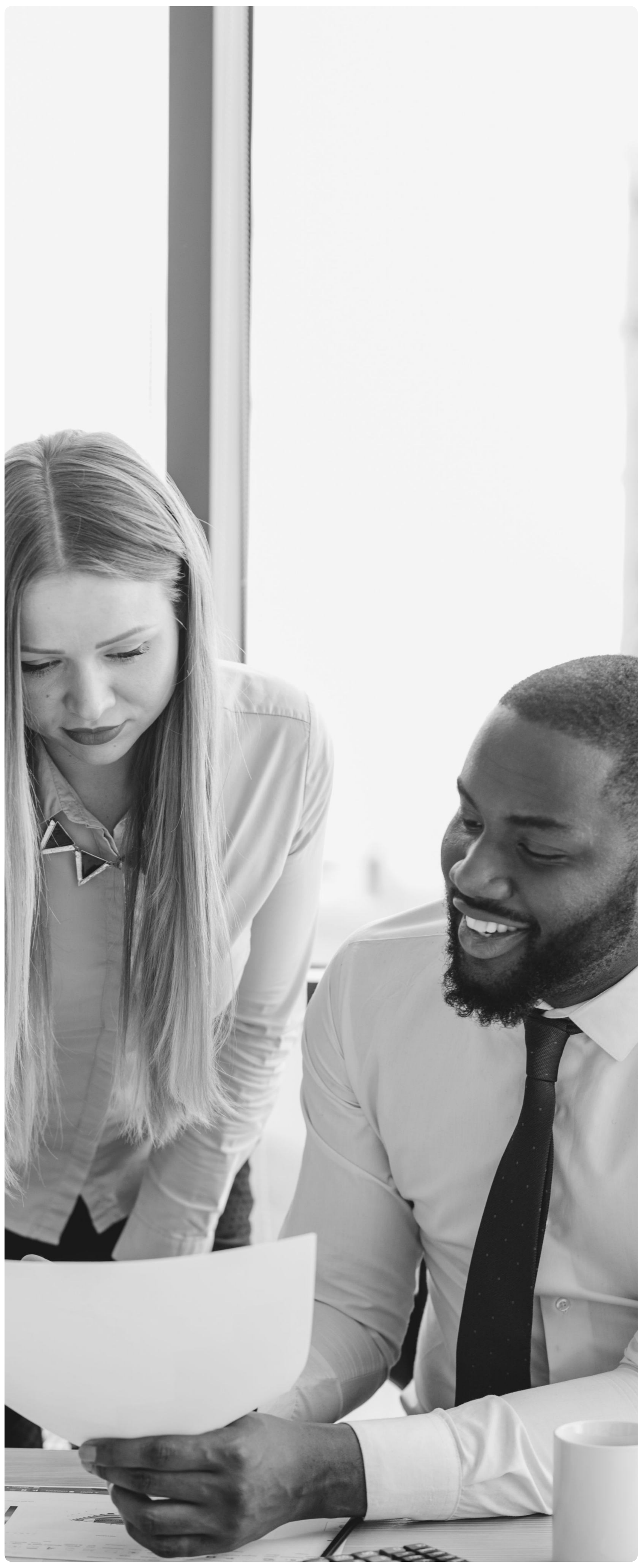
2. **System Load Testing:** Evaluated the system's performance by processing over 2.5 million transactions within a 10-minute window, achieving an impressive throughput of 700 Transactions Per Second (TPS).

3. **Concurrency and Scalability Validation:** Tested resilience under high load conditions, accommodating up to 2,500 concurrent sessions to ensure stability during peak periods.

4. **Bottleneck Analysis:** Identified and mitigated performance bottlenecks, facilitating smooth integration with external systems, such as ATMs and POS services.

5. **Comprehensive Reporting:** Provided in-depth performance reports, highlighting key insights, improvement areas, and recommendations.

6. **Ongoing Issue Resolution:** Delivered ongoing support to the client and OEM teams, resolving issues promptly to keep the system optimized and highly responsive.



KEY BUSINESS BENEFITS

Yethi's expert performance testing approach delivered transformative results for the bank:

1. **Elevated Customer Satisfaction:** Achieving 700 TPS, the bank enhanced customer experience, operational efficiency, cost management, and risk management, building a foundation for scalable growth and market expansion.

2. **Response Time Optimization:** Reduced average response times from 35 seconds to just 2 seconds, significantly improving transaction speed and user experience.

3. **Increased System Reliability:** Achieved a 100% reduction in downtimes, ensuring uninterrupted service availability across all banking channels.

4. **Readiness for Peak Volumes:** Efficiently handled increased transaction loads during peak hours, with no impact on service quality.

5. **Bottleneck Resolution:** Streamlined system efficiency and integrations, ensuring smooth interactions between Finacle and various platforms.

CONCLUSION

Yethi's high-caliber performance testing and optimization strategy enabled the bank to seamlessly transition to its upgraded Finacle 11.17 CBS platform. This collaboration empowered the bank's core banking system to deliver consistent, reliable, and high-performance service experiences, aligning with its vision of continuous growth and customer empowerment across Africa and the UK.

ABOUT YETHI

Yethi Consulting Pvt Ltd is a leading provider of Quality Assurance, Test Automation, and Payments Modernization solutions for the global banking and financial services sector. Our mission is to ensure the reliability of financial applications, accelerating business success worldwide.

With over a decade of experience, Yethi combines deep domain expertise with a robust library of 1.2 million test cases covering 350+ financial applications. We've successfully delivered 700+ projects for 130+ customers across 30+ countries, offering a comprehensive suite of products, services, and solutions.

Learn more on www.yethi.in

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