Major Australian Bank Expedites Mobile App Testing with Mobile Labs’ Secure Internal Cloud

The Client

One of the “big four” Australian banks, 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. Its 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.

The 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 per cent of online banking logons were through desktop access. Today, 56 percent of logons are via mobile devices, making mobile the primary method for online access1. 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.

The 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.

After a comprehensive proof of concept, the bank selected Mobile Labs’ deviceConnect™ to meet its secure device access management and mobile application test automation needs. deviceConnect’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.

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. deviceConnect’s automation engine, Mobile Labs Trust™, met the need. Architected to tightly integrate with HP’s UFT, Trust uses the same scripting tools the bank’s engineers already know how to use. Trust 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 Mobile Labs
Mobile Labs provides enterprise-grade, next generation testing tools for mobile app testing, mobile device testing and mobile website testing. With a focus on security, agility and affordability, Mobile Labs’ delivers solutions to help enterprises deploy quality cross-platform mobile apps. The company’s on-premises device cloud, deviceConnect™, leverages patent-pending technology to provide highly secure access to and management of the entire inventory of test devices across major mobile platforms. Mobile Labs’ solutions provide support for both manual and automated testing on real mobile devices without jailbreaking or rooting.

For more information, please visit www.mobilelabsinc.com.