amdocs | make it amazing

Define your Future with Amdocs Q-MATE

Map your path to quality at speed with the experts at Amdocs Quality Engineering

Hyperscale your quality engineering in a multiverse of applications, architectures and channels

In today's digital landscape, banks are striving to deliver unparalleled, customized experiences, while releasing a continuous stream of new products across multiple touchpoints. But to maintain this pace in a dynamic, evolving environment, it demands that they modernize their quality engineering organization to keep up with quality and speed goals. At the same time, they face unique challenges to constantly delight their customers, while maintaining a safe and secure environment to conduct their critical transactions.

The Complexity of Quality

Standardization: Huge ecosystems of siloed systems comprising different technologies and working methods make it challenging to upgrade the *speed of digital systems*, while at the same time, preserving the *stability of legacy systems*.

Regulation: Decommissioning and modernizing systems, moving from on-prem to cloud, as well as re-designing architectures to DevOps and Agile can be daunting – even without the added challenges of a highly regulated environment.

Optimization: While banks still mostly rely on the traditional Test Center of Excellence (TCoE) model, truly leveraging the latest technological advances, as well as the ability to optimize test ware, demands a tectonic shift.

Introducing Q-MATE – from TCoE to Center for Enablement

Amdocs' Q-MATE is a transformative solution that provides a comprehensive assessment of your entire quality organization. Supported by patent-pending AI-based technology, it delivers a holistic picture of your current state in just six weeks, including recommendations for migrating to a NextGen QE operational model, an actionable roadmap with 3, 6, 9, 12 and 18-month milestones, and quick wins to get started.

The Amdocs Q-MATE Building Blocks for NextGen QE

To chart your journey, we provide:

- Benchmarking of testing streams and processes against industry norms
- DevTestOps maturity scoring across multiple domains
- SWOT analysis
- Current business value analysis
- Findings, insights and recommendations
- QE modernization roadmap

Q-MATE Objectives

Win the velocity challenge: Reduce Time to Value by continuously increasing individual and team velocity on test design artifacts, automation assets and test point certifications.

Optimize test ware: Use predictive & smart optimization engines to reduce waste, while driving a shift from excessive and high fluctuation of test cases to capacity modeling and model-based engineering.

Re-build your technological foundation: Set the stage for launching new QE platforms, as well as continual introduction of outside-in innovation, while preparing for the disruptions of the future.
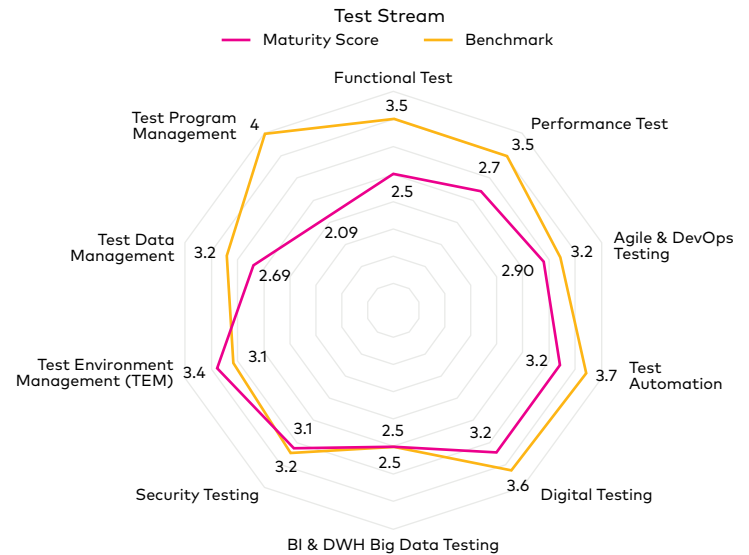
Q-MATE in Action

A prominent Australian bank encountered the urgent need to accelerate time to value for new offers, while fostering the agility to swiftly respond to evolving business and market demands. After engaging Amdocs to perform a Q-MATE assessment, findings revealed that despite the organization's foundational strategy and vision for testing in agile, digital testing practices, as well as its robust platform for data collection, they still lagged behind industry benchmarks. This was attributed to execution issues that were slowing time to market, elevating the test/defect ratio and impeding automation coverage.
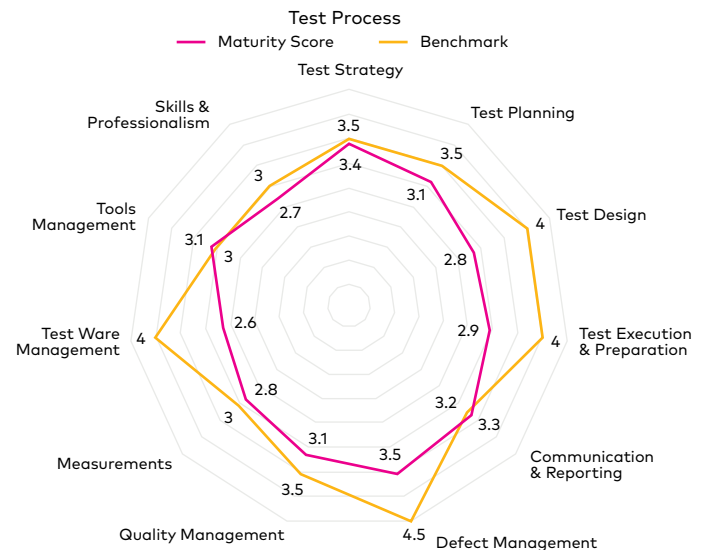
The findings led Amdocs to identify several opportunities for improvement:

- Removing silos from the organization
- Enhancing the operational model to support value stream mapping
- Leveraging existing data capabilities to improve predictability
- Implementing automation at the enterprise level
- Increasing velocity through better self-service capabilities
- Identifying opportunities for codeless testing

Test Stream Maturity

Test Process Maturity

Get started today

Discover why 40+ banks have chosen Amdocs to help them make banking amazing. Let's talk.