AGILITEST

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THE CLIENT

FLOA

French leader in web and mobile payment solutions, FLOA makes consumers' lives easier through payment facilities, instant credit, bank cards.

FLOA's products and services are distinguished by their simplicitý of use for customers and rapid integration for partners (e-retailers, travel companies, fintechs). FLOA has more than 3 million customers and finances more than €2 billion worth of goods and services every year.

THE CONTEXT

- Non-technical business testers
- Constrained environment
- Multi-channel scenarios

FLOa

THE CHALLENGE

Enable a business team to automate multi-channel testing

The customer experience is at the heart of FLOA's concerns, which has been elected "Customer Service of the Year 2021". This award is the recognition of a strategy pursued for several years focused on customer satisfaction, which included, as of 2018, quality control of developed applications.

At the end of 2018, it was decided to implement a software test automation solution. The objective was to have automated tests carried out by a business team without pure technical skills, in a very constrained environment.

In addition, the software tests carried out had to reproduce representative and complete end-to-end customer scenarios involving several technological solutions (Web, Mobility, etc.).

Between November 2018 and February 2019, FLOA is carrying out an ambitious benchmark on the main solutions on the market, including Agilitest, evaluating the following criteria: accessibility, maintainability, deployment, reporting, Jenkins support, web testing, Desktop testing, mobile testing, API testing. And it is Agilitest that is selected and deployed from February 2019 on a pilot project.

The solution

Thanks to the deployment of Agilitest in 2019, FLOA now validates as close as possible to its customers' needs thanks to the automation of complete tests of its industrial process - for example the credit submission process, tested upstream on web technologies and right up to the validation of the behaviour of the back-office with web services.

FLOA has increased the functional coverage of its web paths to 75% in less than a year, with a ratio of one tester for every 5 to 10 developers, and today continues to innovate around 2 central axes: digitalisation and omnichannelity.

"The regression testing load has been reduced by 60%".

Sophie Nadale
Head of IT Delivery team
FLOA

"The productivity and workload gains have allowed us to broaden the scope of our activities, as we have much less repetitive manual validation work. "

Stéphane Pyla
IT Project Manager
FLOA

The Results

Huge productivity gains
The weekly workload for regression testing has been reduced by 60%. Thanks to this drastic reduction in the repetitive manual validation load, the test team was able to broaden the scope of its activities, and even extend its scope to other activities within the company.

Quality and deadline control
FLOA performs weekly production releases, and ensures both non-regression of the existing system and quality of new functionalities. The automation of functional tests has brought a lot of serenity to the test team, but also to the business - who know that the quality is there every week.

Customer satisfaction
FLOA was elected "Customer Service of the Year 2021" and intends to continue to place new technologies and omni-channel at the heart of its customer relations, to provide increasingly personalised, complete and rapid responses to its users.

About Agilitest
Featuring a unique approach to functional test automation, Agilitest offers a comprehensive view on the quality of software at all times – on web, desktop, mobile and webservice technologies alike.
In a context where Agile teams and DevOps integration are becoming the norm, Agilitest provides all software testers – whether they have a technical background or not – with an intuitive and robust way to create, maintain and execute automated functional tests.

Learn more at www.agilitest.com