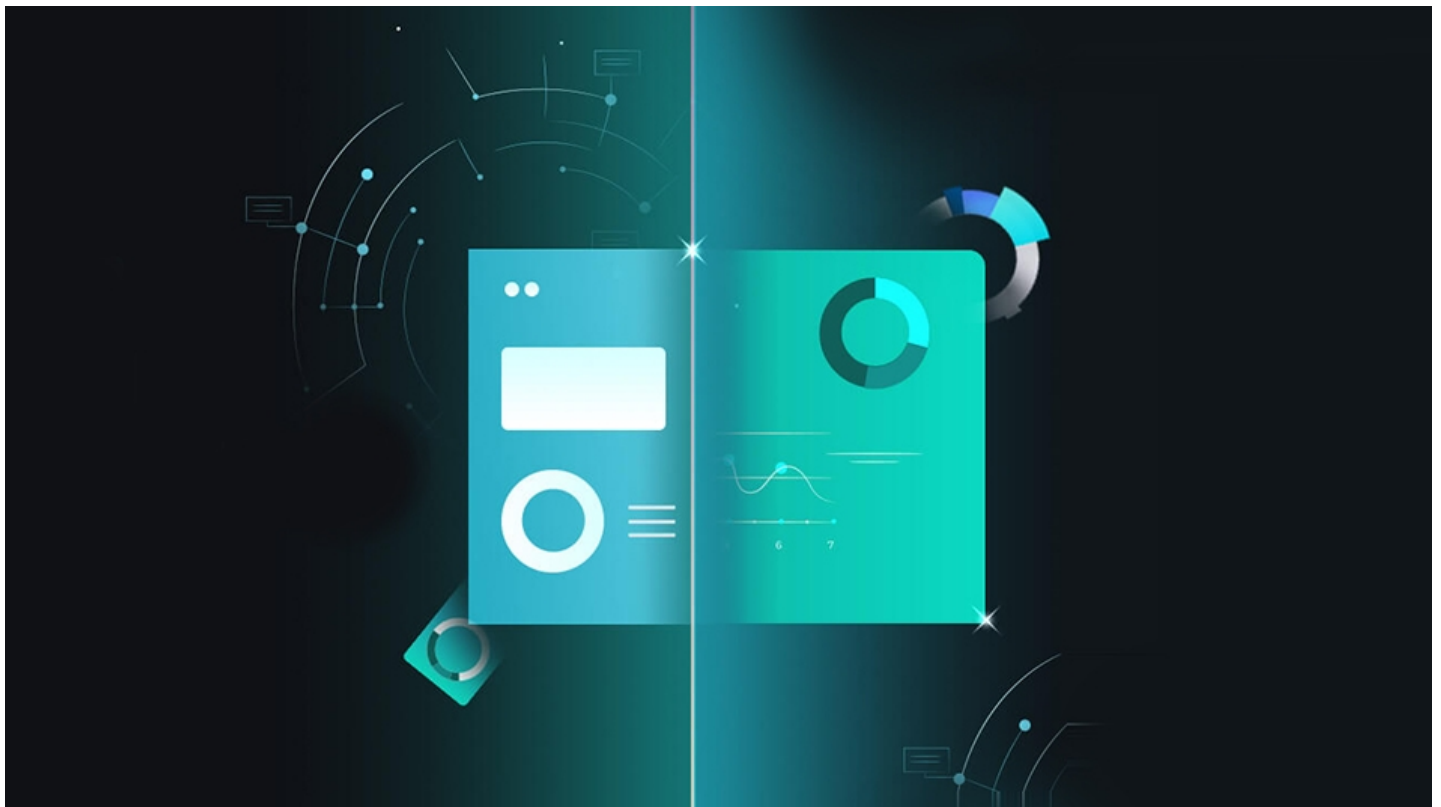


Functional and Non-Functional Testing to improve the quality and performance of Loan Applications



The client is a diversified NBFC company listed in the Indian Stock Exchange and has a strong network of over 123 offices spread across 12 states & Union Territories with a workforce of more than 4100

employees. The company provides loans to its customers in MSME, construction finance, affordable housing and indirect retail lending segments.

The Challenges

The client was facing numerous challenges that were impacting its operational efficiencies.

- Time taking loan disbursement processes
- Insecure e-mandate infrastructure
- Inefficient payment tracking and collection system
- Complicated process to update customers data in real-time
- Need of a comprehensive reporting and analytics system

Quarks Solution

Quarks provided them with the digital solutions to improve the performance of the product and provide stability while maintaining the quality.

- Performance improvements done with inputs from Datadog tool.
 - a) To determine performance metrics.
 - b) For monitor services such as servers, database.
 - c) To achieve a comprehensive reporting and analytics system.
- Enhanced unit test coverage and monitored it through SonarQube
 - a) For code quality assurance

- b) To provide reports for the code quality
- c) To improve the code standard
- Release delivery streamlined through Jira.
 - a) To deliver the project milestone on a given deadline.
 - b) Meet the client's requirement as committed date
 - c) To track the project milestones on day & date wise.
- BDD tests covered using Cucumber and Java with Rest assured.

The Benefits

Quarks innovative solutions helped:

- Response time and log time dropped from 2 seconds to 100 to 105 milliseconds
- The client added more than 35000+ clients in a year
- 24*7 reporting and analytics of all account
- The entire loan approval process turned online



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