

# Virtusa's Digital transformation journey at a leading UK bank

## Challenges

- The bank had challenges with their IT agility and resilience, especially their ability to respond to rapid changes in the market, hence they were looking for an engineering transformation partner who could enable that pivot, and co-create and deliver on a transformation roadmap while helping in both cultural and capability change to deliver clear measurable outcomes.

## Solution

The challenges meant that the client was unable to meet its goals of delivering faster in an agile environment to the rapidly growing needs of digital customers.

- Virtusa proposed a transformation engagement with committed outcomes, encompassing the following:
- Driving Agile maturity and accelerating Route to Live for faster time to market
- Improving the overall engineering capability of VM's tech-organization, upskilling Developers to Multi skilled Full stack engineers
- Shifting left on QE with embedded automation, achieving industry standard QE:SE ratios

## Value delivered

Virtusa is executing an end to end agile and engineering-led digital transformation covering change and run services across Retail and SME bank driving transformation over last 18 months. Below highlights:

- Delivered Route to Live engagement successfully via fixed outcomes, reducing RTL time from 12 to 2 weeks through a steel thread for a defined scope which was subsequently scaled across
- Increased test coverage by 170% and taken automation level up from 35% to 66%. We are now chasing the larger E2E testing deal covering entire bank
- 100% offshore team for RTB delivering 55% cost savings to the bank and delivering consistently above SLA targets, driving automation, faster resolution (12%) and ticket reduction (8.5%)  
Driving key engineering programs for the bank like Cloud enablement, Mortgage Digitization, Wallet, Single mobile app to name a few