



## UK Bank Hits Peak Performance with Cognizant TEMS

Achieving flexibility in today's IT environment is essential to business efficiency and competitive health. The demands for faster time-to-market strain service delivery platforms to meet business goals, control costs and achieve high performance. When new strategies are adopted, a stable, reliable IT test environment is critical to success.

Our work with one of the UK's leading, London-based banks offers a case in point. The client leveraged our ITIL-based Test Environment Management Services (TEMS) process framework and the customizable controls and data points needed to achieve significant improvements in software application testing projects. The result: new efficiencies in an increasingly competitive banking and financial industry.

### The Client: A Top-5 UK Banking Institution

Mergers and acquisitions in the UK banking industry have changed the market's competitive landscape dramatically in recent years. One of the market's top-5 players in this environment, a London-based bank specializing in corporate and retail products including numerous leading brands, has become well known in the High Street

and mortgage market. To improve its competitive readiness in this changing environment, the bank hired us to implement a TEMS framework.

### The Challenge: M&A Activities Stretching the IT Environment

Remaining in compliance while also maintaining a competitive business stance has become more challenging in the UK banking industry due to recent M&A activities. Our client's IT systems and application integration needed a more productive, predictable way of delivering tested applications and products in a timely manner.

Testing is critical to eliminating negative business impacts due to faulty applications. Our discovery showed that test data and environment issues were often increasing costs or reducing test cases to accommodate time lost in problem resolution. With literally hundreds of people involved in the process, the bank needed a single point-of-contact to manage the changes and create a stable environment. The new framework would have to accommodate 24/7 service in multiple locations worldwide, while providing visibility and performance as improvements were deployed.

## The Solution: Cognizant's TEMS Framework

- Environment strategy
- Environment architecture and design
- Environment build and delivery
- Incident lifecycle management
- Configuration management

Our global delivery model ensured 24/7 support, as we effectively transferred the work to the client's internal teams and helped them accurately track progress for improved quality and decision-making. Through our single point-of-contact, key stages of the process were effectively controlled, helping the bank establish full functionality within six months.

## The Benefits: Increased Clarity, Confidence and Cost Control

Our TEMS framework is now helping the bank deliver fully tested projects efficiently and on time. With ongoing ownership and maintenance as a benefit, the central team can keep environments up to date so that projects are delivered quicker. Confidence has increased as a result of predictable start and end dates. Project visibility,

including key performance indicators, has established effective budget control and incident management. The result is improved test environment availability, with an average uptime of 90% vs. 65% to 68% before the TEMS framework was implemented.

### Client Benefits

- Single point-of-contact for issue resolution
- Design validation for "Best in Class" TEMS
- Incident management and root cause analysis
- Availability metrics through daily standardized reports
- Intra-day SMS reporting for environment impacts
- Reduced delays leading to greater test coverage
- Efficient test windows for confidence in uptime

## Start Today

At a time when companies are relentlessly pushing to compete better, move faster and fight harder, Cognizant is the global technology partner with a single-minded passion: Dedicating our systems expertise, industry intelligence, and global resources to make your business stronger.

---

## About Cognizant

Cognizant (Nasdaq: CTSH) is a leading provider of information technology, consulting, and business process outsourcing services, dedicated to helping the world's leading companies build stronger businesses. Headquartered in Teaneck, N.J., Cognizant combines a passion for client satisfaction, technology innovation, deep industry and business process expertise and a global, collaborative workforce that embodies the future of work. With over 50 delivery centers worldwide and approximately 104,000 employees as of December 31, 2010, Cognizant is a member of the NASDAQ-100, the S&P 500, the Forbes Global 2000, and the Fortune 1000 and is ranked among the top performing and fastest growing companies in the world.

Visit us online at [www.cognizant.com](http://www.cognizant.com) for more information.



### World Headquarters

500 Frank W. Burr Blvd.  
Teaneck, NJ 07666 USA  
Phone: +1 201 801 0233  
Fax: +1 201 801 0243  
Toll Free: +1 888 937 3277  
Email: [inquiry@cognizant.com](mailto:inquiry@cognizant.com)

### European Headquarters

Haymarket House  
28-29 Haymarket  
London SW1Y 4SP UK  
Phone: +44 (0) 20 7321 4888  
Fax: +44 (0) 20 7321 4890  
Email: [infouk@cognizant.com](mailto:infouk@cognizant.com)

### India Operations Headquarters

#5/535, Old Mahabalipuram Road  
Okkiyam Pettai, Thoraipakkam  
Chennai, 600 096 India  
Phone: +91 (0) 44 4209 6000  
Fax: +91 (0) 44 4209 6060  
Email: [inquiryindia@cognizant.com](mailto:inquiryindia@cognizant.com)