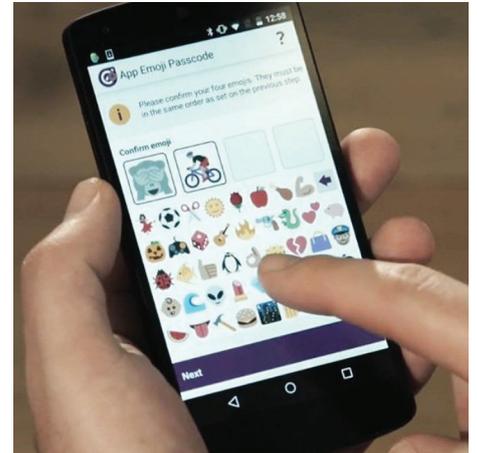


# Intelligent Environments

Silk Mobile™ improves customer service and reduces mobile testing time.



### Overview

Intelligent Environments provides multichannel digital solutions for financial services providers. Interact® is its established mobile and online financial services software platform. The company's clients leverage the flexibility and high-performance of the Interact platform to build engaging experiences for their financial services customers. Interact is designed so that the information is always presented in a way that is optimised for the device size, layout and experience

### Challenge

As Intelligent Environments deals with financial services, a highly sensitive industry, security is important. Therefore, to replace the manual process of mobile testing which was time-consuming and not scalable, the company looked for a robust in-house solution instead of an outsourced or emulator-based testing solution.

**“With Silk Mobile at the heart of our mobile test environment we feel we can release new features 50 percent faster, improving our customer service and reducing testing time.”**

#### ALAN BROWN

Product Development Manager  
Intelligent Environments

Alan Brown, Product Development Manager for Intelligent Environments, explains: “We wanted to automate as much of the mobile testing cycle as we could. We needed support for iOS and Android and were looking for a solution which could provide one test across both platforms without requiring rework. We also wanted to work with a vendor who we were confident would keep us up-to-date with a rapidly changing device landscape, so that our solution can be tested and upgraded in line with new OS versions.”

### Solution

Silk Mobile is a key part of an agile and continuous testing process, to support quarterly feature releases of Interact, as well as interim minor releases. It automates all mobile application tests to ensure rapid and repeatable test execution across a large range of mobile devices and operating systems. Continuous test integration means a single test script is used for multiple devices and operating systems.

Aidan Farnan, Head of Quality Assurance at Intelligent Environments, comments: “QA is involved right from the start of a new feature development, and testing takes place from day one of development right through to release day. Our agile development process relies heavily on test-driven best practice and this is where Silk Mobile comes into its own.”



### At a Glance

#### Industry

Financial Services

#### Location

UK

#### Challenge

Intelligent Environments was looking for a mobile testing solution which provided iOS and Android support without requiring test script rework to replace its manual and time-consuming mobile testing process.

#### Solution

Silk Mobile automates all mobile application tests to ensure rapid and repeatable test execution across a large range of mobile devices and operating systems.

#### Results

- + 50 percent faster time to market for new features
- + Continuous test integration uses a single test script for multiple devices and operating systems
- + Delivered a scalable mobile testing environment without increasing overhead
- + Effective regression testing assures continued product quality

**“QA is involved right from the start of a new feature development, and testing takes place from day one of development through to release day. Our agile development process relies heavily on test-driven best practice and this is where Silk Mobile comes into its own.”**

**AIDAN FARNAN**

Head of Quality Assurance  
Intelligent Environments

The Intelligent Environments team is continuously working on development processes and tooling. As Clayton Locke, CTO at Intelligent Environments, puts it, “Our clients expect us to deliver the highest quality software product in the market. To accomplish our quality goals we must take full advantage of the expertise in our teams by supporting them with the best development tooling available. It was critical that our tooling fit into our lean development approach, which was a primary reason for integrating Silk Mobile into the way we work.”

A great example of Silk Mobile in action was when a new Quick Balance feature was developed for Interact. Research had shown that users predominantly use their mobile banking application to check account balances, in many cases several times each day. Intelligent Environments embraced this user need, developing a Quick Balance feature that allows pre-registered users to view their balance at the press of a button, without fully logging into their account.

Successfully testing this new feature threw up some new challenges, as Farnan explains: “As a white label software developer, it is important that we offer our bank clients the ability to enable or disable the feature at a product level. Coupled with the desire to also allow end-users, the bank’s customers, to enable and disable the feature, this resulted in a four-fold increase in application configurations requiring testing. Effective regression testing also increases the quality of our released product. Without Silk Mobile in place we would need another 3-4

people just to do the regression tests involved in this project.”

The delivery of the Quick Balance feature allowed the sales team to engage with a large number of prospective clients and demonstrate a modern and innovative feature which received very positive feedback.

Following the success of Silk Mobile, Intelligent Environments has also implemented Silk Central™ as a test management tool. All test scripts which were previously held in inconsistent formats in Microsoft Word and Excel are collated into a single central test case repository. Silk Central will then be used to trigger automated testing across all platforms.

### Results

With Silk Mobile in place, Intelligent Environments is able to provide a scalable mobile test environment without increasing overhead. Brown says: “If I compare our Silk Mobile solution with an environment without an automated, mobile test solution, the difference is like night and day. The test coverage we achieve means we don’t have to do risk-based testing, where features which are most used or at highest risk of breaking are given priority in testing, and full regression testing is invaluable for us.”

Brown concludes: “With Silk Mobile at the heart of our mobile test environment we feel we can release new features 50 percent faster, improving our customer service and reducing testing time.”



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