

# Krung Thai Computer Services

By improving its testing agility with Micro Focus® tools, KCS works smarter to achieve business success.

## Overview

Krung Thai Computer Services (KCS) is a leading provider of IT services to the banking industry and government agencies in Thailand. Established by Krung Thai Bank on January 3, 1994, as a supporting business for the bank, the company's core activities include data center services, systems integration services and IT consulting services concerning the development and enhancement of computer applications.

The company owns two development centers and data centers in Thailand and works with leading global vendors including HP, IBM, PeopleSoft, Sun and Microsoft. It is well regarded for its expertise in designing, developing, testing and maintaining enterprise applications.

**“Through a consolidated and intelligent testing platform, we reduced post-delivery rework by up to 40 percent and increased development productivity by over 20 percent. This has given us added bandwidth to take on new projects.”**

## MR. SURAPON CHANNUAL

Vice President Business Development Department  
KCS

Among its successes is the development of GIRO data entry software for use in Thailand.

As part of plans to expand the business, KCS has invested in a robust testing solution for an increasingly efficient one-stop testing process. The solution will allow KCS to enhance technical service and support capabilities for existing applications that it manages and maintains. KCS has also been able to strengthen its ability to quickly develop, test and augment applications for the banking industry and various government agencies.

The new phase of its business and technology strategy will further its credibility with existing customers and create new opportunities in the growing enterprise applications market.

## Challenge

Krung Thai Computer Services' (KCS) expansion strategy in Thailand and the increasing number of applications it created and maintained meant that the company needed to implement a consolidated testing solution to enable it to work smarter, not just harder. Through the combined use of Micro Focus Silk Test™, Caliber and Silk Central™, KCS could create, augment and test applications to meet customer needs while ensuring Agile software development and delivery to market at a lower cost.

## Customer Success Story

Silk Central  
Silk Test  
Caliber



## At a Glance

### ■ Industry

Computer Services

### ■ Location

Thailand

### ■ Challenge

The company needed to implement a consolidated testing solution.

### ■ Solution

Use Silk Test and Caliber to allow software teams to deliver effectively on stringent end-user needs typically tied to enterprise applications while automating both function and regression testing.

### ■ Results

- + Improved workflow for the test process, which has helped to dramatically reduce the number of application-testing errors
- + Reduced post-delivery rework by up to 40% and increased development productivity by over 20%
- + Introduced collaborative automated testing capabilities that identify quality problems early in the development lifecycles

### **ADDRESSING THE NEED FOR AGILE AND INTELLIGENT TESTING CAPABILITIES**

KCS's proven expertise in systems integration and IT consulting services has contributed to its success in Thailand, having supported banking services and government agencies through technology.

As enterprises in Thailand continue to allocate more budgets to core operational systems, especially in the Enterprise Resource Management (ERM), Customer Relations Management (CRM) and Product Supply Chain Applications space, KCS was looking to adopt new testing technologies as part of plans to expand its customer base and improve support to the applications it manages and maintains.

Addressing the increase in demand for enterprise applications across Thailand led KCS to look for a one-stop testing solution capable of executing required changes throughout the application lifecycle while enabling advanced test automation capabilities. The solution also had to provide end-to-end management of Agile and traditional projects through an integrated framework, creating a consolidated approach to software quality.

As Mr. Surapon Channual, Vice President of the Business Development Department says, "The Thai enterprise applications market has continued to grow in line with companies placing renewed focus on the automation, optimization and maintenance of their IT assets." He continues, "In order to capture additional market share, we had to consolidate and increase the efficiency of our IT resources while maintaining a high quality of services and applications support."

### **Solution**

#### **CREATING A CONSOLIDATED TESTING PLATFORM WITH MICRO FOCUS**

To meet business requirements, KCS selected a combination of products from the Borland portfolio (now part of Micro Focus) to create a consolidated one-stop testing platform.

KCS deployed Micro Focus Silk Test and Micro Focus Caliber, allowing software teams to deliver effectively on stringent end-user needs typically tied to enterprise applications, while automating both function and regression testing. The company also deployed Silk Central, creating a powerful, open software test management solution with an integrated framework for improvements in productivity, traceability and visibility for all types of software testing.

The one-stop solution gave KCS the benefit of improved workflow for the test process, which has helped to dramatically reduce the number of application testing errors while at the same time greatly increasing development agility for software testing projects across multiple platforms.

"With Borland (now part of Micro Focus), we now have new ways to execute effective testing with better insights and feedback from the consolidated platform, greatly improving the workflow efficiency of the overall testing process. The automated capability of the end-to-end solution allowed us to easily modify test scripts and conduct regression testing when application changes were required. It also gave us the opportunity to allocate spare resources to new projects as the availability of the automated testing feature meant that less staff were required to do retesting and quality control," says Mr. Surapon Channual.

The new platform also allowed KCS software teams to conduct functional testing in the System Integration Test (SIT) phase of each project before executing further testing in the User Acceptance Test (UAT) phase. This process further improved the quality of applications provided to customers as it helped reduce and eliminate bugs within each application during the testing process.

### **Results**

#### **MEETING CUSTOMER REQUIREMENTS WITH A POWERFUL TEST MANAGEMENT SOLUTION**

The adoption of a powerful test management solution has resulted in KCS being better positioned to work smarter and meet customer requirements. The intelligent one-stop testing platform enables the software teams to modify applications throughout the application lifecycle, cementing the company's continuous approach to software quality.

As Mr. Surapon Channual says, "Borland has provided us with renewed capabilities to extend our market reach while providing top-notch testing services to our existing customers. Through a consolidated and intelligent testing platform, we reduced post-delivery rework by up to 40% and increased development productivity by over 20%. This has given us added bandwidth to take on new projects while testing better and faster to produce enterprise applications that are relevant to the markets they serve."

Added benefits from the solution include access to collaborative automated testing capabilities that identify quality problems early in the development lifecycles. This means less

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retesting, increased configuration test productivity and successful data-driven testing at a reduced cost to KCS.

The company also maximizes its return on investments with testing effort that aligns with business needs. This is driven primarily by the management capabilities of Silk Central, which provide overarching views of requirements-driven testing, automated configuration testing and test registration, and dynamic hardware provisioning. The system also provides an advanced risk model and reporting detail in a video format that aligns testing with business risk to optimize mitigation, further reducing room for human error or inefficient testing procedures.

KCS customers in Thailand who continue to demand more enterprise applications for their businesses also benefit from the rigorous testing process. They now have access to enterprise applications that are delivered faster to market than before and run effectively with minimum or zero error.

**FUTURE-PROOFING TRADITIONAL AND AGILE TEST ENVIRONMENTS**

In line with expectations for the Thai enterprise applications market to grow at a compound annual growth rate (CAGR) of 12.5 percent to reach US\$187 million by 2015 (IDC, 2011), there is a clear market opportunity for KCS in Thailand. As such, KCS continues to look out for

ways to enhance testing processes for software and applications.

With a continued commitment to provide new applications to support existing customers including Krung Thai Bank, GHB, the Bank for Agriculture and Agricultural Cooperatives, and The Export-Import Bank of Thailand, KCS is also looking into adopting additional testing capabilities in the next six to twelve months.

The company's future solutions roadmaps will be considered based on its capability to add value to the application-testing lifecycle while providing improved productivity, traceability and visibility for both traditional and Agile development projects.

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