SUPERVIELLE

A safety network for Microsoft Dynamics CRM

THE COMPANY: BANCO SUPERVIELLE

Banco Supervielle is the 7th largest private bank in Argentina in terms of loans and the 10th of public banks. It has a long history in the Argentine financial market with 130 years operating in the country, and a leading competitive position in certain attractive market niches.

The Bank offers various financial products and services, specially designed to meet the different needs of its customers through multiple platforms and brands. Banco Supervielle is also a controlling shareholder of Cordial Compañía Financiera, a financial company that operates in Walmart Argentine stores as providers of financial services to its customers.

As of May 19, 2016, the Supervielle Group shares are listed in Byma and NYSE.

THE CHALLENGE

Banco Supervielle has one of the largest Microsoft Dynamics CRM implementations in Argentina which is one of the key business support systems managing the customer's life cycle in all its stages.

Since 2018, Banco Supervielle began implementing new development process with a focus on agile methodologies and DevOps, including the CRM systems team.

The IT team responsible for Microsoft Dynamics CRM at Banco Supervielle needed a Test Automation solution to perform the test regressions in a scalable way that allowed deploy new releases without disrupting the operations for more than 2000 users.

> " The automated test solution Lippia.io helped us to build a safety net to implement changes quickly and at the same time generate the adoption of new practices in the team, improving the profile of human resources.
>
> Roberto Petronio
> IT Manager Commercial Platform

crowdar

THE SOLUTION

Crowdar appointed a team to implement its open source framework, Lippia.io, that allows automate test scenarios using BDD (Behavior Driven Development) and deploying them with Docker.

During the implementation of Lippia, we worked with the CRM QA team, which until now applied manual testing, training them in the Automated Testing practices, writing user stories and BDD.

After the initial MVP, the team expanded the automated tests to fully perform a regression of the main functions of the system in an average of 4 hours, when prior to implementation, it could last from 2 to 3 weeks.

Up to now, more than 700 test scenarios have been automated using Lippia.io, covering a variety of functionalities from customer identification, customer 360 degree view, loading and resolution of procedures, complaints and claims, business opportunities, campaigns and prospects.

> " With the automated test solution we can deploy changes in the Microsoft Dynamics CRM every 2 weeks minimizing the risk of production errors.
>
> Miguel Velázquez
> CRM Team

PROJECT HIGHLIGHTS

Automated test scenarios: 700+
Equipment: 1 Agile PM, 1 Senior Tester, 3 Test automation engineers.
Platform: Microsoft Dynamics CRM
Methodology used: BDD, Agile
Languages and tools: Lippia, Java, Selenium, Cucumber, Jenkins, Docker