



Affordable Flexible Practical Proven

THE CUSTOMER

Cleveland-based KeyCorp is one of the nation's largest bank-based financial services companies, with assets of approximately \$92 billion. A fortune 200 company, Key companies provide investment management, retail and commercial banking, consumer finance, and investment banking products and services to individuals and companies throughout the United States and internationally.

THE CHALLENGES

Key Corp's Prime Lending division needed to quickly respond to the market's demand for new products. Their out-sourced Loan Origination System (LOS) was highly configurable, making it critical that the data used to configure their new products was sound and validated with strict integrity rules.

The company was also continuously confronted with a traceability gap between the business rules and the implementation coverage across the dozens of traits and attributes inherent in loan products. A single missed rule equated to costly adjustments, diminished market credibility and potential legal ramifications if they didn't remain in compliance with regulatory constraints.

An additional challenge faced by Champion Mortgage a subsidiary of Key Corp, was the risk in continuing to out-source its Loan Origination System (LOS). Eventually, Champion Mortgage purchased the system from its vendor, eliminating the off-shore testing group outsourced by the vendor. As a result, Champion needed to absorb this gap in testing without an increase in resources. And, as most of the testing involved manual functional testing, using test automation tools like those from Mercury and Rational would not be effective.

While retaining time-to-market performance of their new products and services, their Quality Assurance infrastructure faced troublesome issues, including:

- Previously purchased SDLC tools were too complex
- Purchasing additional expensive software and hardware to support a new SDLC product was risky and cost prohibitive.

THE SOLUTION

Champion Mortgage selected RTIME™ to manage their major upgrades to the Loan Origination System. The ease of use and replication of the information managed through RTIME™ allowed the limited staff to have maximum reuse of its test case arsenal.

Affordability and ease of use also ensured all team members and business stakeholders could utilize and benefit from the system.

Proven Scalability

100 Users
1000 Project Initiatives
Over 20,000 Requirements
Over 7,500 Test Cases

Requirement signoff packages were sent to the stakeholders for approval and the development staff referred to the single-source repository of approved business requirements in order to construct their designs, develop and unit test their programs and manage defects. The business owners conducted User Acceptance Testing from the same source of functional definitions, as did the technical writers and trainers. Program Management utilized the MS Project Gateway to generate up-to-date project plans tied directly to the RTIME™ Requirements.

With the intuitiveness of RTIME™, training could be focused on best practices, without the need for any detailed product functionality instruction.

To-date, Key Corp has utilized RTIME™ for over 1,000 project initiatives, ranging from full-blown traditional waterfall releases to SCRUM and Agile quick-hit implementations.

Key Corp has significantly improved productivity and quality and reap the continuous benefits of:

- A centralized set of project information
- Metrics, reporting, history and audit trails
- Repeatable processes for regression and audit

RTIME™ – The most effective tool for managing and delivering quality software.