A FinTech Leader Scales Up With DSS

Location: The Australian operations of a Geneva-based global business operating in 40 countries.

Industry: FinTech

Services Provided: Software development, implementation, performance optimisation, integration, administration, maintenance, upgrades, training and support.

OVERVIEW

The client is a banking software giant in Australian unit needed support for its full software delivery lifecycle including project management, transformation, software development and software quality assurance. In February 2019 it selected DSS through an RFP process for those services and also for sales support and executive assistance functions. Since then the DSS team has successfully completed projects ranging from the automation of the client's software quality assurance testing through to a wide-ranging infrastructure review of the company's data centres. The client renewed its contract with DSS in 2020.

CHALLENGES

The client's vision is to help financial institutions thrive by providing the advanced cloud-native, cloud-agnostic, AI and API-first technology that underpins digital transactions. To achieve this economically and at scale, it needed an offshore partner with proven experience in software delivery and a management team with a history of working with and for multinational

HOW DSS HELPED

DSS created a Virtual Project Management Office in our Philippines headquarters to support the client's product managers. The team planned and managed projects on behalf of four different development teams, harnessing technical professionals including project managers, software developers and software quality assurance engineers, along with sales support staff and an admin manager.

We adopted a dynamic shared services model, providing the flexibility to support project requests on demand. This flexibility-first approach paid off during a subsequent restructure within our client, which saw the DSS team shift to working directly with client's development team leaders.

BANKING
Software Giant

PROJECTS

Working alongside with the client's staff, DSS reviewed all hosted infrastructure in the client's data centres. Using the Agile for Infrastructure framework, the project identified and documented all equipment and then shortlisted under-utilised equipment for decommissioning. The project led to monthly cost savings of AUD56,000.

Subsequently the DSS team remotely backed up all the client's servers scheduled for decommissioning.

DSS also worked with the client's team to automate its software quality assurance (SQA) testing process. The project used a tailor-made transition framework with the goal of reducing both headcount and error rates

RESULTS AND FUTURE PLANS

By tapping into DSS' pool of offshore talent, the client has expanded its software development resources at a fraction of the regular cost. This has allowed the client to scale to demand and to take on additional projects such as reviewing servers to reduce production costs.

The client renewed its contract with DSS in February 2020. We are proud to be a trusted partner and look forward to a long-lasting relationship with our clients.