

# Level Four delivers greater reliability and customer satisfaction at the ATM

Brazilian ATM network, TecBan, reaps the benefits of Level Four's BRIDGE:test



## Overview

TecBan (Tecnologia Bancária S.A.) is a company specialised in bank self service networks. It manages a network of 9,000 ATM terminals across Brazil, the third largest ATM market in the world.

TecBan implemented Level Four Software's automated ATM testing solution, BRIDGE:test. As a result, the company increased the volume and coverage of its ATM deployment tests, while at the same time reducing the required investment and execution time. Customers using TecBan ATMs now have access to one of the most reliable, high functionality ATM networks in Brazil.

## The importance of the ATM channel in Brazil

Brazil is widely regarded as one of the fastest growing economies in the world. Goldman Sachs coined the BRIC acronym, which recognises the development potential of Brazil alongside Russia, India and China. Together, they house 40 per cent of the global population on a combined landmass of more than a quarter of the world.

As a result of the country's wide-scale growth, it is vital for financial services companies and their partners, such as TecBan, to prepare for consumers' increasing demand for sophisticated banking services.

*“Customers using TecBan ATMs now have access to one of the most reliable, high functionality ATM networks in Brazil.”*

With a broadband penetration of less than 6 per cent, bank customers don't have access to Internet banking services, making the ATM an essential customer touch point in Brazil.

## The challenge

TecBan is the largest processor of off-premise ATMs in Brazil serving some 40 banks in the country. Its network of ATMs is also still rapidly growing so it required a testing tool that could better service the increase in demand that the network was experiencing.

Prior to the Level Four implementation, TecBan had a partly manual testing process to assess the reliability and functionality of its ATMs. Repeating the execution of tests was time consuming and inefficient, presenting opportunities to improve the process.

*“Level Four reduced the time taken to complete all tests by 20 per cent”*

TecBan adopts the look and feel of each bank's branding and user interface, presenting a further challenge to constantly maintain multiple releases of its ATM software.

TecBan sought a solution that could not only deliver an ATM application with greater quality, but also one that would provide the opportunity to deliver more sophisticated, bespoke services in the future.

## The solution

TecBan selected Level Four's BRIDGE:test software and consultancy to deliver greater test automation to its ATM network. BRIDGE:test is a unique solution for testing XFS compliant ATM applications, enabling TecBan to achieve a substantial increase in tests undertaken on its network. More rigorous testing means that potential reliability issues are ironed out well before they impact TecBan clients and their customers.

Following a short 12-week deployment, TecBan now runs an end-to-end automated testing solution. TecBan has incorporated the BRIDGE:test technology in the development life cycle, ensuring high quality application development. The company now automates 91 per cent of all tests cases. The deployment of this technology has increased the number of test cases run regressively which TecBan conducts by 561 per cent while still reducing the time taken to complete all tests by 20 per cent. This enables TecBan to ensure maximum ATM uptime and reduce the time to market for new software versions and functionality for its customers.

BRIDGE:test not only saves time and money, but also helps deliver against TecBan's biggest priority, which is to offer cutting edge services to clients.

Because TecBan works with more than 40 banks, it is vital that the company can offer tailored ATM services with bespoke applications residing on the ATM. New ATM functionality can be brought to market more rapidly using Level Four's testing solution by quickly ensuring that applications are robust.

Increasing the speed to market of new ATM functionality means that TecBan can reduce the technical burden on banks and enable them to deliver enhanced customer service.

TecBan's goal is to keep expanding the network both in size and functionality. In order to do this, it is essential that the company has systems in place to provide clients with the highest levels of service and innovation.

Level Four leads the technology market in ATM testing and, as such, it was a clear choice for TecBan. Since implementation, Level Four's technology and its knowledgeable team have been invaluable to supporting TecBan's growth.

### The future

TecBan has ambitious growth plans to take its ATM network up to over 12,000 terminals. The company is continually assessing the software strategy to remain ahead of market demands and expectations.

With such stand out results in just the first six months, BRIDGE:test has proven itself to be a key component of any future TecBan ATM architecture.



BRIDGE:test

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