

American Banking Major Closes the Data Privacy Gap



Background

The client is a financial holding company whose subsidiaries have over \$200 billion in deposits and over \$310 billion in total assets. It offers a broad spectrum of financial products and services to consumers, small businesses and commercial clients through a variety of channels. It is one of the 10 largest banks in the U.S. and serves over 45 million customer accounts.

Business Challenge

The client relied on critical ERP, CRM and custom applications to support daily business operations. There is a significant amount of sensitive data in these applications (such as name, Social Security number, and credit card information), which made it risky to use production data in non-production systems. At the same time, they need production-quality data in these lower environments to develop, extend and maintain critical business applications.

To minimize risk, the client implemented a rigorous waiver process where each request for data was vetted extensively and subjected to intense review. This was inefficient, and they decided to implement a Test Data Management (TDM) solution. The solution needed to eliminate the risk of sensitive data leakage, while empowering internal teams with timely response to requests for test data.

The requirements were complex and also posed the following challenges:

- Strong resistance to change from the application teams, due to impact to their existing processes in the areas of application development, testing, data security and data management. Hence the provisioning of test data had to be planned and executed with utmost care and accuracy
- Limited documentation on the flow of the data/interfaces between the application and subsystems, making it difficult to assess impact on integration testing
- With data masking a whole new paradigm, communication efforts were expected to be extensive

The Estuate Solution

Estuate's Test Data Management solution offered proven technology to optimize and automate the development and testing processes. The solution subsets and masks production data to reduce cost, reduce risk and speed delivery.

Estuate's Test Data Management solution:

- Discovers data relationships automatically
- Reduces database size while securing sensitive, regulated data
- Shortens iterative testing cycles
- Masks confidential data in lower environments based on business policies to ensure privacy

Business Impact

Estuate's Test Data Management solution allowed the client to achieve significant efficiencies while security sensitive data. Key benefits included:

- Reduced data extraction time for 100 tables from 60 hours to 8 hours by creating and managing test data. This enabled the client save valuable test data provisioning time and effort, helped ensure data consistency, and reduced storage costs throughout the application life cycle
- Reduced the risk exposure by preserving client data confidentiality
- Reduced data masking cost due to reusability of a single solution addressing a wide range of technologies
- Improved compliance with regulatory requirements and guidelines
- Optimized infrastructure, storage costs and total cost of ownership (TCO)

"Quality data is a must for testing business functionality in the test environment. However, managing the quality of data was often challenging due to complex relationships, limited infrastructure and the sensitive nature of the data. Estuate's Test Data Management solution ensured a high degree of test coverage, by providing the right data, in the right quantity, and at the right time, in non-production environments. Our testers can now focus on their jobs rather than on test data creation, without worry of accidental data breaches."

-- Test Automation Architect

Get Started Today

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