

# NATIONAL AUSTRALIA GROUP



**The National Australia Group is an international financial services organisation that provides a comprehensive and integrated range of financial products and services. The Group is structured around regional banking and wealth management operations and an international capital markets and institutional banking business. It operates across Australia, New Zealand, United Kingdom and the Americas.**

The Group's UK businesses, Clydesdale Bank and Yorkshire Bank, offer a broad range of financial services including retail, business and corporate banking. Clydesdale Bank was established in 1838 in Glasgow and has a proud history of innovation and support for Scottish industry and communities. Clydesdale Bank joined the Group in 1987. Yorkshire Bank was founded in 1859 in Halifax, West Yorkshire, and joined the Group in 1990. It has a strong personal customer base and a growing business capability in the north of England and the Midlands.

National Australia Group (NAG) had invested in a new software programme which required UK wide implementation. Following structural change within the organisation, a significant knowledge gap had resulted, particularly within the testing domain.

## The Project

NAG was concerned that if the new software was not thoroughly tested before integration into the existing system, it would be exposed to poorly performing critical applications and potential systems failure. SDLC Solutions was appointed to define and implement a full testing strategy which would ensure that the new software was effectively and efficiently implemented with minimal risk to business performance.

Ken McGaw, Test Manager, National Australia Group, comments, "SDLC Solutions reacted quickly to our project brief and produced a practical, structured and flexible plan to test and implement the software. This demonstrated their commitment to meet our requirements and their understanding of our business. In addition, SDLC Solutions introduced a raft of new skills to our business unit which they were happy to do through on the job mentoring. This skills transition not only encouraged team work but was also appreciated as a value-add by the business."

SDLC Solutions effectively tested and implemented the new software onsite at NAG over a period of three months. Liaising directly with the software vendor, the SDLC team initially prepared a plan and strategy which confirmed the required functionality and integration. Following this, a comprehensive test preparation process and test plan were developed. The plan enabled the team to prioritise testing and the management of defects and their reporting, ensuring that delivery was efficient and within deadlines.

A key objective of this project was for SDLC Solutions to develop a testing methodology that NAG could adopt and incorporate which showed visibility and traceability of tests against regulatory requirements. The resulting strategy effectively provided a roadmap for testing across the project lifecycle including test processes and procedures.

"SDLC reacted quickly to our project brief and produced a practical and structured plan"

**Ken McGaw,**  
National Australia Group

## Key Benefits

- Real financial benefits in terms of both time and resource savings.
- Tangible operational efficiencies.
- Creation of a reliable, proven strategy.
- Reduced strain on internal resources.

## More information:

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