iOPEX

Fintech   Global

Global Fintech Leader Accelerates Product Release Through iOPEX's Robust Device Testing and Quality Engineering CoE

A Fortune 200 financial services conglomerate, comprising multiple fintech platforms, needed a strategic partner to scale and streamline their device testing capabilities across their e-commerce platform supporting multiple international markets.

Highlights

- The client's rapid growth and innovation in their portfolio of point-of-sale (POS) systems with their customers across different geographies created an urgent need for a partner with deep expertise in comprehensive device testing, capable of supporting their global operation with ability to scale.

- iOPEX established a dedicated device testing and quality engineering CoE to support end-to-end quality engineering to support both their existing and emerging markets, leveraging our mature quality engineering practice, flexible core and flex team with a managed services operation.

- The partnership yielded significant business impact with accelerated product release cycles, significantly improved operational scalability, and enhanced customer experiences, evidenced by consistently high customer satisfaction ratings.

Business Objectives

Empowering millions of merchants and consumers with seamless payment and commerce solutions across continents, the fintech enterprise needed a partner capable of managing extensive device testing demands. A partner that can:

Provide Global Coverage

Coordinate testing across multiple time zones and regions, overcoming operational challenges working closely with a cross functional team.

Bring Deep Domain Expertise

Handle comprehensive testing of proprietary POS hardware and payment applications, requiring specialized skills in both devices, OS and embedded software.

Enable Scalability

Scalable and cost efficient resourcing model that flexibly ramps up during peak release cycles, ensuring high productivity without much overhead.

Adapt to Volatile Workload

Manage fluctuating testing volumes aligned with the client's dynamic release cycles with agile resource allocation and process automation.

By addressing these needs, the client aimed to improve test cycle velocity, maintain high quality standards, and support new product rollouts in international markets with confidence.

Solution Implemented

iOPEX established a Quality Engineering Center of Excellence and implemented a phased solution focused on device testing to meet the client's goals. As a Managed Service Provider, we delivered specialized quality engineering services across critical product areas, with our engagement expanding over time based on demonstrated value -

01

Device Lab Setup & Testing Enablement

Leveraging our Testing CoE, we set up a dedicated device testing lab and processes as the foundation. iOPEX onboarded a team of device-testing engineers who established end-to-end test coverage for the client's POS hardware and mobile apps within 12 weeks. This included comprehensive smoke, regression, and performance testing on Cross-Browser & Cross-Platform (iOS, Android, and multiple variants of the client's proprietary) POS devices.

From the outset, strict QA SLAs and test metrics were implemented to ensure reliability in each release cycle. This phase built the baseline for quality by validating new firmware and software updates on all device models before production rollout.

02

Payment Workflow Expansion

Building on the device QA foundation, we expanded into payment systems testing. The iOPEX team extended quality coverage from core device functionality to the client's transaction processing workflows. This meant thoroughly testing payment processing across various use cases and business verticals (e.g. retail and hospitality), ensuring that new point-of-sale features (such as restaurant ordering integrations) functioned flawlessly in real-world scenarios.

Testing was conducted across multiple regions, leveraging location simulation to validate region-specific behavior (taxes, currencies, location services). By covering both the device and payment software layers, iOPEX ensured end-to-end validation of each transaction path in the customer experience.

03

International Scale & QA Governance

iOPEX expanded testing support to eight international markets (US, UK, JP, AU, CA, ES, FR, IR), synchronizing QA activities to localize the client's applications for each region. The Quality Engineering CoE also introduced test automation frameworks (integrated via PyCharm and other tools) to accelerate regression testing and improve efficiency.

In addition, a metrics-driven QA governance model was implemented with core metrics such as Product Stability Index, Defect Leakage Rate, and Test Execution Coverage, ensuring transparent governance and continuous improvement.

Throughout the phases , iOPEX delivered coverage by aligning teams across time zones, ensuring that testing was always in sync with development and deployment schedules. Robust reporting and communication practices kept the client's stakeholders fully informed from test planning through execution.

We were able to roll out the Phase 3 within one year of starting the Phase 1 and the team expanded quickly to meet Client's growing demands with confidence.

Value Delivered

Accelerated Release Cycles

New features and device updates reached the market faster, giving the company a competitive time-to-market advantage.

Scalable Global Operations

With 24/7 testing coverage, the client achieved seamless round-the-clock support and strict SLA-driven delivery.

Cost Optimization

By optimizing resource utilization and introducing automation, the engagement delivered measurable cost savings for the client.

Quality & Customer Experience Excellence

With the CoE in place, the client maintained exceptional product quality. This improved the end-customer experience and ensured high client satisfaction.

About iOPEX

iOPEX Technologies is a new-generation agentic AI and automation-led enterprise transformation solution provider headquartered in San Jose, California. At the intersection of enterprise operations, agentic AI, and intelligent automation, we deliver rapid results that enable businesses to enhance efficiency and accelerate revenue growth without endless timelines. Over 70 global brands trust iOPEX as a strategic partner to break down complex transformations into manageable steps, deliver practical AI-led solutions, and achieve results that scale. Contact us at **marketing@iopex.com**