



Transforming Quality Assurance for Groww with Domain Expertise

Groww, is a leading online investment platform in India, that allows users to invest in mutual funds, stocks, ETFs, and other financial instruments. With a user centric approach and a focus on regulatory compliance, Groww required specialized functional testing services across three critical areas to ensure a secure, efficient, and error free experience for its users.



Key highlights

Zero

P0 production misses

38+ Core API's

Continuously monitored

100%

Platform coverage across Web, and Mobile

70%

Reduction in the overall production misses including P0, P1 and P2.





Problem Statement

Groww faced challenges in ensuring seamless functionality across web and mobile platforms, while avoiding risks of issues that could lead to heavy penalties under SEBI's strict guidelines and delivering reliable customer support workflows. They faced the challenge of finding consultants with deep expertise in financial applications who could address QA requirements and ensure zero P0 production misses.

Solution

Qapitol QA partnered with Groww to provide specialized functional testing services across three critical areas. Our engagement went beyond traditional QA roles, as our domain experts acted as consultants, enabling improvements in quality assurance processes.

❖ Customer Support Testing

- Validated the end-to-end functionality of Groww's chatbot and escalation workflows to ensure seamless issue resolution.
- Tested customer scenarios to guarantee smooth handling of all support requests.

❖ "Groww Balance" Functional Testing

- Tested "Groww Balance" functionalities to ensure accurate reflection of balances during stock purchase and sale transactions.
- Validated edge cases, including discrepancies between displayed and actual balances, to prevent financial errors.

❖ API Testing

- Tested the functionality of 238 APIs, including 38 core APIs critical to platform operations, ensuring accurate request and response handling.

Business Outcome

- Improved Platform Accuracy and Stability.
- Strengthened platform quality by significantly reducing production misses, avoiding potential issues that could result in heavy penalties under SEBI's stringent guidelines, and ensuring full alignment with regulatory requirements.
- **Domain driven quality assurance** - Our QA experts, with deep domain knowledge in the financial sector, went beyond traditional testing roles, offering valuable insights to help Groww enhance its domain-driven quality assurance.