

THE CLIENT

A global FinTech organisation specialising in payments processing technology and solutions.

The organisation processes over 400 transactions worldwide in a single second.

A leader in their field, the organisation is responsible for nearly half of all transactions in the UK across mobile, online and in-store.

THE CHALLENGE

As one of the fastest growing eCommerce companies in the world, the client had a team of Testers supporting a high profile change project, the build and test of a new acquiring platform for payments transactions (NAP).

The team they had in place were disjointed in approach, due to a discord between permanent and contractor resource. Team dynamics weren't working and there was a skills gap when it came to stakeholder management.

OUR APPROACH

We were referred to the client by somebody who had been exposed to the potential of bright new talent in another organisation. On consultation we were able to define the need for an initial six Testers to join the team. The Testers would be responsible for all of the testing of the New Acquiring

platform in order for the client to separate from the parent company. With a high proportion of contractors in the team, the client was afraid of a knowledge leak once the project was complete.

All of the initial team were offered opportunities to take a full time position with the client permanently, which meant that Grayce could replenish their talent pool and add to their capability. With the success of the initial Grayce testing team we've been able to add additional capability to other areas of Testing, including; parallel test, functional test, systems integrations testing, UAT and interchange testing.

We knew the client had a need for bright capable people, but also people who possessed strong communication skills that could work with Test Leads and Managers, while managing stakeholders.

THE RESULTS

The relationship with the client remains a highly productive and collaborative one. We support the client as they build sustainable talent in their Test team by continuously finding bright people and offering terms for permanent transition in to the client.

After demonstrating our success we've been able to build out capability in Business Analysis, Project Management, PMO, Product Ownership, Data, Strategy, supporting PSD2 regulatory programmes and preparing for Brexit.