

FleetBoston Financial is a global financial company with more than 20 million customers around the world. Headquartered in Boston, Massachusetts. FleetBoston is a leading provider of commercial and investment banking services. They deliver sophisticated financial solutions to individuals, businesses, governments and institutions.



With a timeline of just three months, Volante and his team implemented the VersaTest automated testing solution to achieve conversion of the new ATM and POS devices, along with the implementation of a new HP NonStop S-Series Server.

“VersaTest was the tool that was tailor-made for what we wanted to do,” said Volante. “We had a very aggressive timeframe that we would not have been able to meet without VersaTest.”

### FleetBoston Meets Conversion Timeline and Performance Thresholds with VersaTest

The merger between Fleet Banking and BancBoston in 2000 not only created the nation’s eighth-largest financial holding company, with \$181 billion in assets, it also made FleetBoston Financial Corporation the Northeast’s largest retail banking franchise.

For Frank Volante, system specialist and HP NonStop applications developer for FleetBoston, it represented a near doubling of ATM and POS devices on the network, which would also require increasing system capacity from 40 to 80 transactions per second.



### Meeting Tight Timescales

Before conversion could begin, training on the new VersaTest software and installation of the product were completed in April, making the tools ready to use in May. The power and versatility of the VersaTest product resides in the scripting language (VTALK).

The product gave FleetBoston a number of options in developing the scripts that would drive the performance test of the new systems; either capture existing activity to automatically create a script, programmatically develop a script from within VersaTest, or a combination of both.

Once created scripts are maintained forever without the need for repeat programming. With FleetBoston's aggressive timeline, fast product installation and effective training were critical. "We wrapped our arms around it and made it happen," according to Volante.

With the need to become proficient on the new VersaTest software in such a short timeframe, Volante credits the support they received as a major contribution to their success.

"Like any new program, you have to get used to it and not be afraid of it. The rapid response and dedicated support Ascert provided helped to ensure you learned VersaTest and knew how to use it. They are one of the best vendors I have ever seen," Volante said.

### Countdown To Conversion

The net addition of 1,600 ATMs would be accomplished by adding half by the end of May to the HP NonStop K-Series. Migration to the new HP NonStop S-Series, along with the conversion of the remaining ATMs, would be completed by June.

To supplement the permanent FleetBoston team of four, two consultants were brought in for the duration of the conversion. "We knew the existing K-Series could handle the first half, but the remaining 800 ATMs would require the addition of the S-Series.

With an investment of this size, management needed to see the solution would work. With VersaTest, we were able to stress test the HP NonStop S-Series machine with 10 VersaTest sessions going at once. It did just what we were told it would and provided us with the measurements we needed while doing it," Volante said.

### Conversion Accomplished

With VersaTest, FleetBoston was able to nearly double system capacity and performance to accommodate 4,000 ATMs and achieve 20 million transactions per month. "VersaTest was the right product at the right time." Volante said.

