

How BOQ transformed quality engineering in one year.

Innovo helped Bank of Queensland consolidate fragmented quality assurance into a common operating model, preserving existing automation and giving the bank a capability it could retain.

THE RESULTS

45% to 85%

Automated test coverage

~3,000

Existing automated tests migrated

15 days

Reduction in software delivery cycle time

THE STARTING POINT

BOQ's starting point was a federated quality-assurance estate spanning 97 permanent and vendor FTEs. Teams used different frameworks and practices. Sequential testing slowed feedback, while fragmented ownership limited reuse. The transformation connected automation, test data and environment management under common governance.

THE SHIFT

BEFORE

Separate vendor frameworks, duplicated tooling and inconsistent testing practices. BOQ had limited ownership of the automation assets it had funded.

AFTER

A Tricentis platform standard, reusable Innovo iACE framework and retained automation IP. Existing tests moved into the consolidated approach, with parallel execution and consistent governance.

DISCOVERY TO DELIVERY

A roadmap grounded in the bank's baseline.

In four weeks, Innovo reviewed current pain points, assessed enterprise testing maturity and established the baseline for change. The work produced recommendations, a roadmap of 10 initiatives and a business case forecasting \$10 million in annual savings.

DELIVERING THE ROADMAP

Automation and reuse

Innovo standardised the test lifecycle and migrated approximately 3,000 cases to the consolidated Tricentis platform, supported by its reusable iACE framework.

Data and environments

Test data and environment management joined automation within the same governed delivery model. This connected the dependencies needed to execute testing consistently.

Governance and improvement

Common templates and practices supported delivery teams. Balanced-scorecard reviews assessed performance, risk and value every six months.

THE BUSINESS CASE

\$10m

Forecast annual savings

Projected annual savings identified through discovery and the 10-initiative roadmap.

RETAINED CAPABILITY

Migration carried the bank's prior automation investment forward. Shared practices and reusable assets gave BOQ a foundation for ongoing quality engineering beyond the one-year engagement.

40% reported improvement in test execution speed

Coverage rose from 45% to 85%, an increase of 40 percentage points. Operational results are reported in Innovo's published BOQ story. The savings forecast comes from the discovery business case.

[Read Innovo's BOQ customer story](#)