INT. | paytm

ENSURING APP EXCELLENCE FOR PAYTM

Countries we operate from

PROBLEM STATEMENT

Paytm

Paytm, one of India's largest digital payment and financial services platforms, serves millions of users across a high-volume ecosystem. With new features being rolled out frequently and user expectations sky-high, the company required a robust quality assurance process to maintain seamless performance, app stability, and customer trust.

Inconsistent QA practices across modules reduced overall user satisfaction and retention.

Frequent app crashes and bugs affecting daily user experience.

Rapid platform growth **demanded a scalable, automation-first testing framework.**

Manual testing cycles **delayed time-to-market** for new features.

INT.'S SOLUTION

INT. implemented a **comprehensive, automated QA/QC framework** designed to accelerate testing cycles, ensure reliability, and optimize performance under load:

- ✓ **Automated Testing:** Streamlined regression and functional testing, reducing repetitive tasks.

- ✓ **Performance Tools:** Simulated high-load scenarios for performance checks.

- ✓ **Security Audits:** Ensured compliance for financial and personal data.

- ✓ **CI/CD Integration:** Incorporated automated testing into Paytm's pipelines for ongoing quality assurance.

INT. applied its **end-to-end modernization methodology**

01

Discovery & Test Planning:
Identified pain points across key modules and defined quality benchmarks.

02

Test Automation Setup:
Built reusable test scripts and established a framework covering UI, API, and backend validation.

03

Performance & Load Testing:
Executed JMeter and similar tool-based load tests to monitor resource behavior under stress.

04

Security Testing & Compliance:
Applied both manual and automated vulnerability scans aligned with fintech compliance norms (e.g., PCI-DSS, GDPR).

05

CI/CD Integration & Monitoring:
Enabled daily builds and test runs using Jenkins/GitHub Actions for constant feedback to dev teams.

IMPACT

Fewer bugs and app crashes, resulting in a better user experience.

Faster release cycles driven by automated QA at every stage.

Higher user retention and satisfaction scores, thanks to consistent app performance.

QA processes now **scale seamlessly** with Paytm's expanding user base and feature set.

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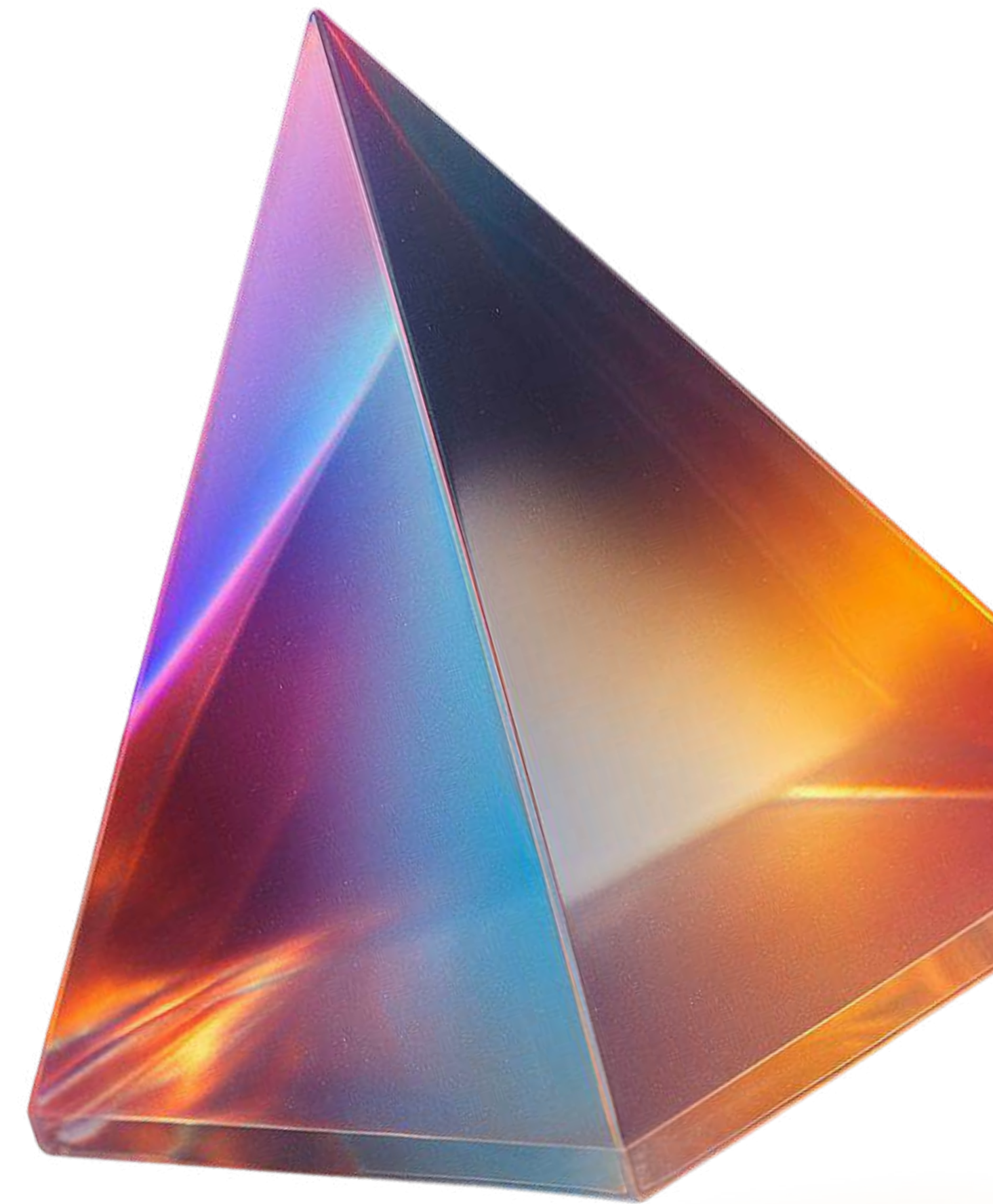
Let's Help You

Delight Your Customers
- The easiest way to achieve growth

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27+ Years | **1000+** Professionals | **45+** Countries | **30+** Awards

INT. (Indus Net Technologies) is an award-winning full-stack software engineering solutions company with a pioneering legacy spanning 27 years, over 500 clients, and 11,000 plus client projects. INT. operates at the confluence of Data, technology, and marketing in the digital space.