



# Qualitest Helps Title Insurance Company Automate Testing Forms and Improve Efficiency 3X



## Challenge

The Client needed to ensure the data integrity of their Title Insurance forms.

There was a need for an automated solution that could be find bugs faster and more efficiently.



## Solution

Qualitest developed an automated and cost-effective solution.

The solution, Qualidex, which validated text, numeric values as well as images, was designed to be compatible with their existing web automation built on BDD Serenity.



## Results

The automated solution improved time and cost savings efficiency 3X.

Removed the human error factor by automating testing, saving manual hours of validation; and increasing visibility for stakeholders.



The Client is New England's largest domestic and only Bar-Related® title insurance underwriter. In business for more than five decades, they have set the standard for quality title insurance services, currently licensed in Florida, Connecticut, Massachusetts, Rhode Island, Vermont, Maine and New Hampshire.

## Insurer needed forms data integrity assurance

The Client needed to ensure the data integrity of their Title Insurance forms. These forms, available for customers via the customer web portal are used to collect customer and claim information.

Once filled and submitted by customers, these forms generate a pdf copy of the same for further processing and as a customer copy. Any mismatch in this information, such as typos in customer name and addresses, page and paragraph layout or numeric data, leads to a time consuming and expensive fix in the supply chain.

Manual validation was prone to human error as well as being tedious. There was a need for an automated solution that could find bugs faster and more efficiently.

The Client's challenges with Title Insurance forms included:

- Manual comparison and validation of dynamic UI values in Title Insurance forms with generated PDFs.
- Complex PDF documents consisting of texts, tables, numbers etc.
- Other tools in the markets were not compatible with their existing framework demanding further manual intervention.
- The Client was not willing to dedicate extra budget for PDF comparison.

**“Qualitest architected a solution that could not only address the data integrity issue, but as a lightweight solution our proprietary tool Qualidex could be embedded in the existing automation suite.”**

## Qualidex to the rescue of Title Insurance forms

Qualitest's automation experts architected a solution that could not only address the data integrity issue, but as a lightweight solution our proprietary tool Qualidex could be embedded in the existing automation suite.

This cost-effective tool extracts data from the Client's web portal as well as the PDF, and parses it into a neutral format for analysis and comparison using regex rules and patterns. These test conditions are customizable to validate page layout, paragraphs, text as well as numeral data.

Qualidex also provided the option to exclude any dynamic data, such as dates and policy numbers, that could lead to false positives.

Qualidex is a lightweight library that could be easily integrated with the existing web automation framework that is run on a nightly basis. The Client and the QA teams started their day with analysis the html reports generated from the tool for defect management and reporting.

# Insurance

Life Health Home Car

- Life insurance
- Health insurance
- Home insurance
- Car insurance



## Key Benefits

- Removed the human error factor by automating testing.
- Improved time and cost savings efficiency by 300%.
- The Client gained an in-house cost-effective solution, customizable as per the Client's needs.

**“The automated solution improved time and cost savings efficiency 3X.”**

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