

Insurance Leader Achieves Unprecedented Efficiency with Agile Testing Overhaul

A leading insurance provider partnered with Qualitest to revolutionize their testing processes through agile and AI-driven solutions, enhancing efficiency, reducing technical debt, and improving system reliability.



Challenge



The client was struggling with stagnant testing processes which hindered software delivery efficiency, accumulating technical debt and lacking CI/CD-compliant assets. They aimed to reduce technical debt, foster innovation, and create a more agile testing environment to enhance operational efficiency and market competitiveness.

Solution



Qualitest meticulously assessed, calibrated, and scaled their approach to align the testing strategy with the client's needs, optimizing efficiency across all value streams.

Qualitest leveraged Qualisense AI for test consolidation, tailored TDM solution for automated data synthesis, and NFT strategy integration to ensure comprehensive testing coverage.

Results



Implementation of refined automation frameworks and tooling addressed £100k of technical debt.

Use of AI (Qualisense) reduced test packs by 19% without compromising coverage, enhancing testing accuracy and effectiveness..

Client overview



Our client, a leading provider of health and personal insurance products, initiated a comprehensive transformation to optimize their software delivery lifecycle with agile methodology. In recognizing the necessity to revamp their testing processes, they seek a testing partner who can bring innovation, technical expertise, and cultural alignment to drive this transformation forward. Their diverse technical landscape encompasses customer-facing platforms, backend systems, and integration with third parties. With a strong focus on modernization, they are keen on a testing partner who can offer expertise and drive the transformation forward with innovation and cultural synergy.

From stagnation to innovation



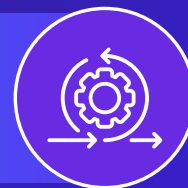
Our client, a health and personal insurance product provider, embarked on a transformation to optimize their software delivery lifecycle and implement Agile methodology. The primary challenge was the need to modernize and innovate their software testing processes, which had become stagnant under the incumbent test provider. This stagnation resulted in significant technical automation debt and a lack of CI/CD-compliant test assets, hindering their ability to efficiently deliver high-quality software.

Test data management emerged as a major obstacle, blocking improvements in testing processes. The outdated testing approach negatively impacted their business by slowing down software delivery, increasing technical debt, and reducing overall competitiveness. The client recognized the necessity of a specialized testing partner to drive innovation, introduce technical accelerators, and align with their cultural values.

The client's stack includes customer websites, mobile apps, policy management and claims handling systems, customer correspondence (emails and SMS), hybrid cloud/on-prem infrastructure, APIs and microservices, insurance pricing and underwriting rating engines, data ingestion for insurance insights, and integration with third-party insurance organizations. They needed to enhance these systems' efficiency to maintain a competitive edge.

By addressing these challenges, the client aimed to improve their software delivery processes. They sought to reduce technical debt and wanted to foster a more innovative and agile testing environment. Ultimately, they aimed to enhance their operational efficiency and market competitiveness.

Agile revolutionizes insurance software dynamics



The Qualitest solution was executed through a meticulous onboarding process, leveraging our proven approach of Assess, Calibrate, and Scale. Firstly, our team collaborated closely with the client to assess their needs, defining a comprehensive test strategy, frameworks, tooling, transformation roadmap, and target operating model. Following this assessment, we calibrated our testing approach by onboarding a dedicated Qualitest team to handle testing for one of the client's value streams. Through this phase, we implemented and fine-tuned our strategy to precisely align with the client's requirements. Once successfully calibrated, we scaled our model across all remaining value streams, ensuring consistency and efficiency.

Key components of our solution included facilitating a seamless transition from the incumbent provider, supported by thorough transition plans and processes. We also defined and rolled out a new quality assurance processes strategy, complemented by the implementation of a QA Dashboard (Qualiview) showcasing metrics at SCRUM, release, and value stream aggregation levels. Our expertise in automation enabled us to identify appropriate frameworks, tools, and solutions, prioritizing automation backlogs and addressing technical debt to accelerate delivery.

Our utilization of AI, specifically Qualisense, facilitated the consolidation of tests and removal of duplicates, alongside the prioritization of tests yielding the highest ROI. In addressing the challenge of test data management, our architects devised a tailored TDM solution, enabling the client to synthesize test data automatically as part of their CI/CD pipeline. Lastly, our team formulated a new Non-Functional Testing (NFT) strategy. This strategy integrated best practices into the agile process to ensure comprehensive testing coverage.

We provided the client with a comprehensive suite of services and solutions. Our approach optimized their software testing processes and enhanced efficiency, quality, and innovation across their entire software delivery lifecycle.

Key benefits



The Qualitest solution yielded a range of key benefits for the client within the first 9 months of implementation. This included a seamless transition from the incumbent supplier to Qualitest across all value streams, ensuring uninterrupted testing processes. Our tailored test strategy was defined, calibrated, and rolled out, enhancing the efficiency and effectiveness of testing activities.





- Definition, calibration, and rollout of a tailored test strategy, enhancing the efficiency and effectiveness of testing activities.
- Establishment of KPIs and Metrics, with a pilot of the Dashboard (Qualiview) providing real-time insights into testing performance in one value stream.
- Implementation of refined automation frameworks and tooling across all teams, addressing automation technical debt and accelerating delivery.
- Addressed £100k of automation technical debt, equating to resolving 60% of critical scenarios, improving system reliability and stability.
- Utilization of AI (Qualisense) to consolidate tests, resulting in an average reduction of test packs by 19% without compromising test coverage.
- Successful piloting of TDM tooling, leading to a significant increase in test data coverage, with a critical system achieving 70% coverage, enhancing testing accuracy and effectiveness.

The Qualitest solution has led to enhanced testing processes, improved system reliability, and increased efficiency, driving better business outcomes. The successful transformation led to the client extending its partnership with Qualitest for an additional two years, encompassing all service components.

QUALITEST

Connect with Us

www.qualitestgroup.com

-  <https://www.linkedin.com/company/qualitest>
-  <https://www.instagram.com/lifeatqualitest>
-  <https://twitter.com/Qualitest>
-  <https://www.facebook.com/Qualitestgroup>

