

Client Name:
Leading Insurance Company

Project Name:
Insure Sync Product QA

Domain:
Insurance / Financial Services

TechnologyStack

- Internet Explorer 6.0 and above
- Windows XP Professional
- SQL Server 2005
- JDK1.4, J2EE, Servlets MVC, JDBC, XML
- Oxygen, Eclipse

About the Client:

The client is the leading regional provider of insurance products and services for small and mid-sized businesses, as well as for individuals, and ranks among the top 70 U.S. property/casualty insurance groups. They specialize in insuring small businesses and are known for creating strong, lasting relationships with their customers.

Today, the client's network is represented by about 1,700 employees and some 1,300 agencies in 32 states, and provides a variety of insurance-related products and services, including Property, Casualty, Life insurance and also with different LOB's like Home& Auto in Personal Lines and Commercial Auto, BOP & WC in Commercial Lines

Business Challenge:

The Business challenge for the client was to implement “**Insure Sync**” (**IS**) product on both Personal & Commercial Lines for about 22 states in US with different Agent Management systems.

The **IS** platform was being used for both Personal Lines and Commercial Line business. IS is an interface developed in order to integrate with management system (vendor systems) and Rating Engine. The application is built on industry based ACORD (Association for Cooperative Operations Research and Development) standard and can save up to 50% of required entry for a successful quote with the premium.

About Insure Sync:

The Insure Sync product provides a seamless solution that enables data upload for agents and underwriters, regardless of agency management system and without proprietary networks or transaction fees. The new product greatly enhances processing speeds and when combined with various Management Systems & Rating Engines, can even produce *bindable* quotes in just a few seconds. The request XML which is sent by management system for premium quote is handled by Insure Sync and changes it to ACORD XML format and sent to Rating Engine for premium generation.

The Business challenge for Prime was to perform testing on the Insure Sync application, on both Personal & Commercial Lines, which includes testing of all the Business Rules for 22 different States in US on using different management Systems and Rating Engines

The Problem:

The client was experiencing problems with quality, cycle times and deliverables due to immature software development practices. The Quality Assurance (QA) and Software testing process was not in line with the QA industry best practices:

- Lack of formalized QA process for end to end software testing
- Lack of proper impact & GAP analysis between releases and not enough reviews on the work products
- Gaps in functional and technical documentation critical for successful testing
- Current process was focusing on adhoc and black box testing
- Challenges to perform Functional & Regression testing on different states with different Business Rules & on different management systems
- Handle periodic Change Requests in Business Rules before the build releases

Prime Solution:

Due to the volume of testing involved, the client engaged Prime, based on its responsiveness, its high quality of work and its offshore delivery model capability.

Prime's Insurance domain Business Analysts initially performed thorough analysis of Business requirements and the Application architecture by collaborating with client stakeholders at onsite. Prime then engaged an offshore team to perform the huge volume of Functional & Regression testing work on the product to delivery software of the highest quality.

Prime has been focused on the implementation and execution of the end to end software test strategy, maintenance of Test Cases, performing manual Functional Testing, Regression testing and Database testing. Prime's in-depth insurance domain expertise helped as an SME and an independent verification specialist. The offshore element of the Prime solution was crucial for Client particularly for its Insurance Service projects, which rely on short iterations, meaning that rapid turnaround of testing is paramount to progress quickly to the next stage.

Prime's offshore QA team effortlessly integrated with Client's onshore presence in the US and the success of the partnership has underpinned with clear communication model, strong testing expertise and good project management skills.

Prime followed some of the best industry standard practices which not only ensured that Quality Product is delivered to client on time, but also gave immense confidence to client to assess the Stability and Quality of the product during the launch.

- Assessing the environment and determining the best course of action
- Weekly reviews to ensure all planned milestones and objectives are on track and being achieved
- Quick Knowledge transfer to internal staff
- Worked on Functional and Regression testing with separate teams for delivering the quality builds on time
- Provided customer with some Quality reports like Daily Status report, Weekly Status Report, Build Health reports, Test Summary Reports
- Recommendations on process improvements to integrate test automation regression into the current QA lifecycle

The End Results:

Prime's role in performing testing on the Insure Sync Application grew organically to the extent that it has effectively become Client's quality assurance organization of choice.

Over the years, the Insure Sync Application has seen a substantial decline in the issues raised about the quality of its products. There has also been a high level success rate in terms of completing the testing on schedule by Prime.

The Database & Regression Analysis testing performed on few cycles resulted in the delivery of a Quality Product in shorter time. This significantly helped the Client to assess the product's quality and helped them release the same to their Insurance Agents on time.

About Prime

Prime Technology Group is a global, technology services company where innovation is at the core of our business engagements. We develop cutting-edge solutions and carefully select the best Information Technology professionals locally and globally to become ambassadors of your business. This approach maximizes our ability to leverage our award-winning team and their competencies. Prime is the conduit which bridges the immediate business solutions today to the technology advances of tomorrow.

Our candid ability and forethought has enabled us to navigate seamlessly, bridging the appropriate technology solutions that outlast today's technology trends. How do we do this; simply we listen. Team leaders identify poignant solutions and fuse the appropriate framework and infrastructure necessary for unlocking your capabilities.

Prime Technology Group is organized into four technical practices;

- Cloud (Google PAAS, Microsoft Azure)
- Mobility (IBM Work Lite)
- Analytics (Big Data, Predictive Analytics)
- Quality Assurance

Prime develops customizable frameworks, driven by our robust R & D, which become the cornerstone of our solution offerings. Our philosophy in flexibility allows us to leverage our award-winning resources and competencies to exceed our clients' expectations while improving their bottom line.

We have successfully helped hundreds of clients in Healthcare, Insurance, Life Sciences, Banking, Financial Services, and E-commerce. Our imprint has drastically impacted client growth, we are Prime Technology Group, where we are "Bringing visions to life."

To know more about our services, please visit www.primetgi.com.

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