



Quality Assurance Services

CASE STUDY

Client

The client is a leading Insurance company in the US that specializes in Insurance for Individuals. The client mainly offers auto, home insurance and retirement plans for individuals. The client also offers some specialized insurance products for Businesses.

Problem Statement

The client's IT applications were not geared up to allow Auto customers to make changes to their policies online. This resulted in major dissatisfaction among client's customers as client's competitors were already offering this feature. The client was also spending a lot of money to support this feature thru the contact center.

Program Goals

The client launched a new program called "Policies Online" with the following goals:

- ➔ Improve customer experience by providing a web based application for customers to do policy changes online
- ➔ Reduce client's spend by automating the process thus eliminating unnecessary human intervention and operational effort

The program was divided into 3 releases keeping in mind the state specific variations in policy management. The design, development was handled by customer's in-house team; we were given the responsibility of providing independent verification & validation services for the program.

Our Solution Strategy

- ➔ We prepared a detailed test strategy for the program covering the functional and non-functional aspects
- ➔ Functional testing for each release covered the following aspects – system testing, integration testing, regression testing and usability testing
- ➔ Non-functional testing for each release covered the following aspects – stress testing, load testing, security testing and compatibility testing

Our Solution Details

- ➔ We have implemented continuous integration mechanism using Maven & Jenkins. Selenium was used to automate smoke test cases that were run against every build to test build sanity. This allowed us to "test early and test often" and eliminate errors early on
- ➔ We have used a combination of manual and automated (using Selenium) test cases for system testing, integration testing and regression testing. Techniques such as risk-based testing, exploratory testing were used. This helped improve overall quality of the code and compliance to functional requirements
- ➔ Stress and load testing was done using JMeter tool and a 3 cycle methodology (baseline-enhancement-diagnose). We were able to identify the exact performance bottlenecks by testing the application for various user loads
- ➔ During usability testing we covered critical aspects such as W3C and ADA compliance, multi-browser and multi-device compatibility
- ➔ We have tracked many critical metrics which measured the quality of code, effectiveness of testing and published them frequently to all key stakeholders

IT People Value Add

- ➔ Worked very closely with client during requirements analysis phase and created test strategy, test plan and test cases per requirements
- ➔ Critical metrics tracked and reported for overall program quality – schedule variance, # of open defects and severity levels, # of open Severity 1 defects, # of re-opened defects
- ➔ Critical metrics tracked and reported for QA effectiveness – test case productivity, test cases pass/fail rate, automation coverage, automation scripting and execution productivity
- ➔ Created a repository of "known errors", "best practices" and updated on a continuous basis so lessons learnt from one release are carried to the next release
- ➔ The QA engagement was executed in 100% offshore model

Business Impact

- ➔ Quality, reliability and performance of the software releases has improved thus improving confidence of the Program's business owners
- ➔ Our client's customer experience improved significantly because they were able to make changes to their policies themselves without contact center intervention
- ➔ We have accelerated time to market because of the various practices introduced (e.g.: test automation, metrics tracking and reporting, repository of known errors and best practices)

FOR MORE INFORMATION

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