



Aspire helps major P&C insurer with Guidewire PolicyCenter testing for 6 LoBs



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SYSTEMS



attention.
always.



Challenges

- » Expertise required in Guidewire PolicyCenter with in-depth experience in multiple LOBs, Ratings, etc
- » Needed help with test scenario preparation and functional & ratings testing
- » Experienced issues with analyzing and reproducing production

Solution

- » Enhanced expertise in forms and ratings
- » Increased test coverage
- » Expedited resource onboarding
- » Streamlined QA processes
- » Implemented effective test case combinations

About the customer

Our client stands as a prominent global provider of specialty P&C commercial insurance, reinsurance, and consumer insurance, distinguished by their personalized approach in addressing the distinctive requirements of their clientele.

Furthermore, they are committed to extending their global presence, offering not only comprehensive solutions but also a wealth of industry knowledge and a global perspective.

The need

Our customer required expertise in Guidewire PolicyCenter for comprehensive testing across multiple complex Lines of Business and functionalities. They also required assistance in preparing test scenarios, conducting testing, analyzing production issues, testing new LOB implementation and testing of new enhancements.

Key requirements

◆ Expertise required in Guidewire PolicyCenter with extensive experience in:

- i. Multiple complex LOBs - Commercial Auto, Financials for Canada, Property (ISO), General Liability, Inland Marine, workers compensation & Agriculture
- ii. All types of policy transactions
- iii. Appian a Low code-No code implementation for UK lines
- iv. Coverages & functionalities
- v. Forms & integration
- vi. Ratings
- vii. Premium calculations



Results

- » Insurer made Guidewire PC change requests & additions across 6 LoBs
- » Acquired knowledge of multiple Lines of Business
- » Increased test coverage, reduced defects
- » Completed 254 change requests, 268 defects, 192 tasks, reported 583 defects
- » Added 2,382 test cases for 6 Line of Business work items

◆ Support needed to:

- i. Add test data to generate forms for automation testing in a spreadsheet
- ii. Add test data for end-to-end features automation testing in a spreadsheet
- iii. Prepare test scenarios, estimation
- iv. Perform Functional & Ratings testing for
 - a. Changes in existing features
 - b. Implementation of new features
 - c. Implementation of new LOBs in releases

◆ Analyze and reproduce production issues

Solutions

A team of seven experts from Aspire were part of an extended team engaged by the client. Some of the key testing practices that significantly improved the efficiency of customer operations are:

- 🎯 Enhanced other testers' expertise with product and domain knowledge in Forms and Rating testing
- 🎯 Increased test coverage through end-to-end functional test cases
- 🎯 Expedited resource onboarding for prompt client satisfaction
- 🎯 Streamlined QA processes for improved productivity
- 🎯 Arrived at effective test case combinations for ratings using existing macros



Features Tested

Financials for Canada

- Policy change transactions
- Endorsement forms
- Invoice - Nill premium PC
- OSS transaction
- RECON file server verification
- Rating summary
- Forms testing

Property (ISO)

- Policy totals
- Manuscript endorsements
- Quote and binder mapping
- TRIA & SFP premium
- Business income UI
- Personal property UI
- Risk premium bearing coverages
- Schedule modifiers
- Jurisdiction coverages
- Occupancy & special class coverages
- Product model testing
- Modifier screen
- Clearance screen
- Blanket screen
- Quote and non-quota transactions
- Rating worksheet, Ratings
- Group configuration

Commercial Auto

- Forms testing
- Working fund
- Vehicle premium testing
- Tax/fee/surcharge testing
- Audit invoice generation
- Liability coverage coverage rating
- Comprehensive coverage rating
- Specified cause of loss coverage rating
- Medical payments coverage rating
- Property protection insurance coverage rating

Appian

- Update ImageRight
- Underwriting workflow
- Delegated workflow
- Open Market tasks
- Delegated tasks
- Multi persona validations
- GWPC - Appian integration
- Initiate review
- Set up review
- Policy Onboarding
- Dashboard
- Pre-actuarial onboarding workflow

Workers Compensation

- FEIN rules for policy change transaction
- Retro rating plan
- Small deductible
- Forms testing

Ocean Marine

- Upgrade testing from version 9 to version 10
- Invoice generation
- Quote forms
- Binder forms
- Agreement screen
- Reinsurance (Quote share, Layer participation, Underlying policies) functionality
- Warehouse coverage
- Cargo package types
- Schedules - coverages
- Endorsements
- Limits of liability



Results

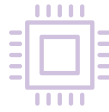
With the combined effort of the testing team and Aspirians' Guidewire product knowledge, the insurer effected Guidewire PolicyCenter change requests and additions across six LoBs.

- » Acquired knowledge of line of businesses, Guidewire PolicyCenter
- » Enhanced test coverage and minimized defect leakage
- » Successfully addressed:
 - i. 254 change requests
 - ii. Resolved 268 defects
 - iii. Completed 192 tasks
 - iv. Reported 583 defects across different LOBs
- » Added 2,382 test cases for 6 Lines of Business work items





Tools snapshot



- » Guidewire PolicyCenter
- » Appian, SAP
- » TFS, MTM



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