

# Automated Test Framework Implementation for a US-based Health Insurance Company



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## ABOUT THE CUSTOMER

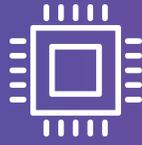
Our client is one of the largest vision care health insurance companies based out of the United States. Operating for more than 60 years, the client's products include vision insurance, eyeglass lenses and frames. Headquartered in California, the client also serves in Australia, Ireland, Canada, and the UK.



## CHALLENGES

The client's existing environment had a collection of Service Catalog and Record Producer, which they used to provide self-service opportunities to their customers. Although they implemented the required changes, the client faced frequent issues with the flow and the field logics. Owing to their recent version upgrades, their Service Catalog application encountered numerous bugs. This piled up the work on the development/support team, and they had to spend majority of their time dealing with it.

The criticality of a few bugs was so severe that they threatened to bring the day-to-day tasks to a halt. Frequent issues and workaround forced the stakeholders to compromise on their productivity as they had to follow up with the issues regularly. Additionally, the end users were unable to order items.



## SOLUTION

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The client preferred Aspire Systems to help them deal with the above-mentioned issues. After analyzing the environment, we proposed implementing Automated Test Framework for Service Catalog.

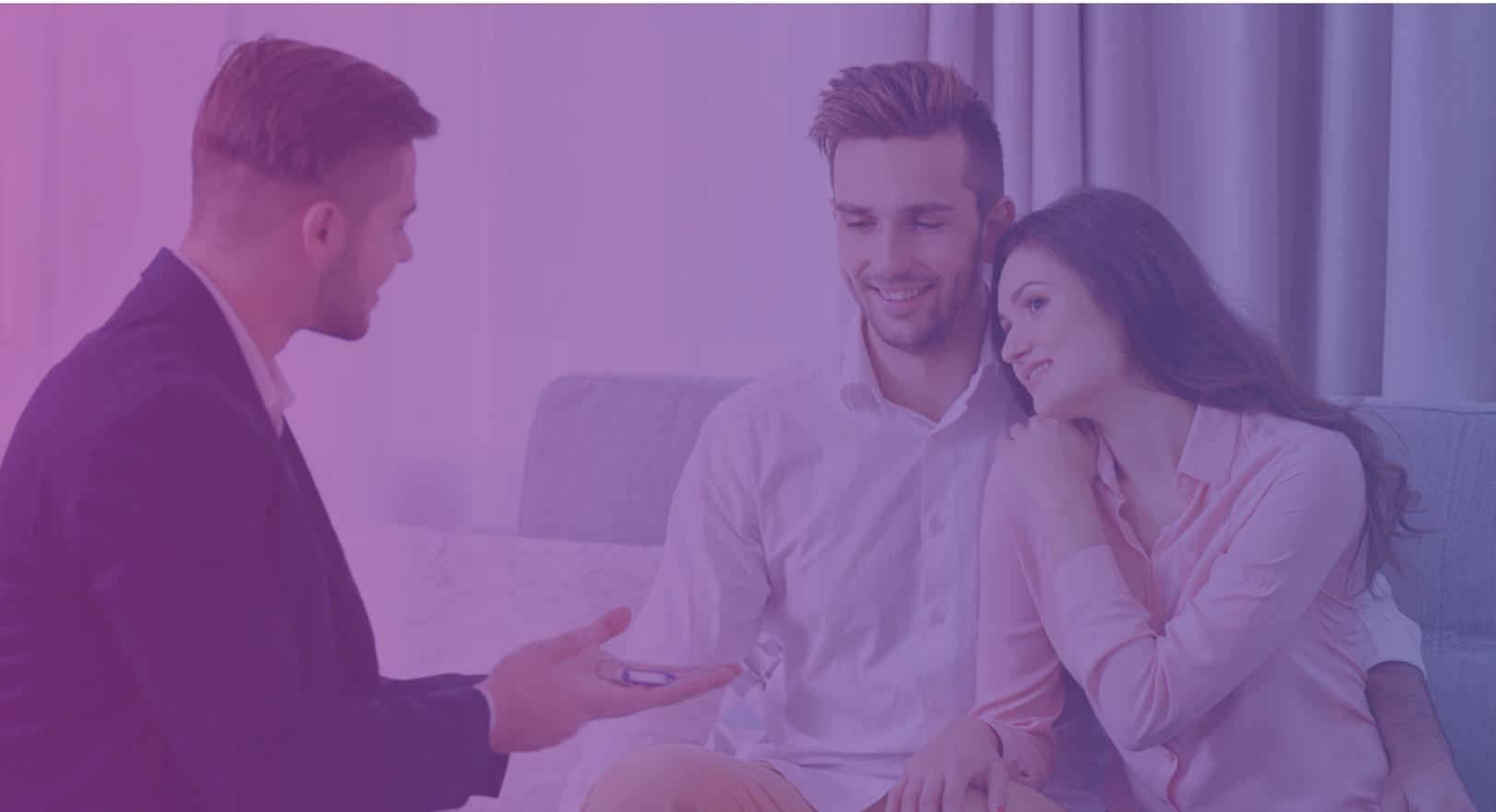
Our ServiceNow experts defined around 120 Test Scenarios with 120 Test Cases enclosed. As we were familiar with the Service Catalog and Record Producer process of the client, we were able to get things started quickly. Once we received the approval from the client's end, we proceeded to execute the test in the client's Stage environment successfully.

## RESULTS

- The instance had to undergo another upgrade process. However, we captured the errors during the Stage environment during the process skillfully and performed the required corrective actions
- Our efforts made the Production error-free post the upgrade with respect to the core ITSM implementation.



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