



How Aspire Helped A Life Insurance Major Identify Critical Defects In Just 15 Days To Enable A High Quality Go Live?

About The Customer

With more than a century of business know-how, this organization is the oldest mutual insurer of automobiles in the US. They also offer home, marine, personal umbrella liability, life insurance, and annuity products directly in all states except for Hawaii. The life insurance business unit was chartered in 1969 and since then has grown as a top life insurance provider in the US. The organization is known in the insurance industry for its financial strength and exceptional customer service.



Challenges:

- *Multiple geographies*
- *No performance baselining*
- *No knowledge on app behavior*
- *No requirements documentation*

Solution:

- *Multi-layered Test Automation Approach*
- *Test Automation Framework - AFTA 3.0*
- *'Follow the Sun' model*
- *Cloud Service - Sauce Labs*

Results:

- *Minimized defect occurrence to less than 4%*
- *Overall cost savings of \$35,000*
- *Automation completed in 15 days*

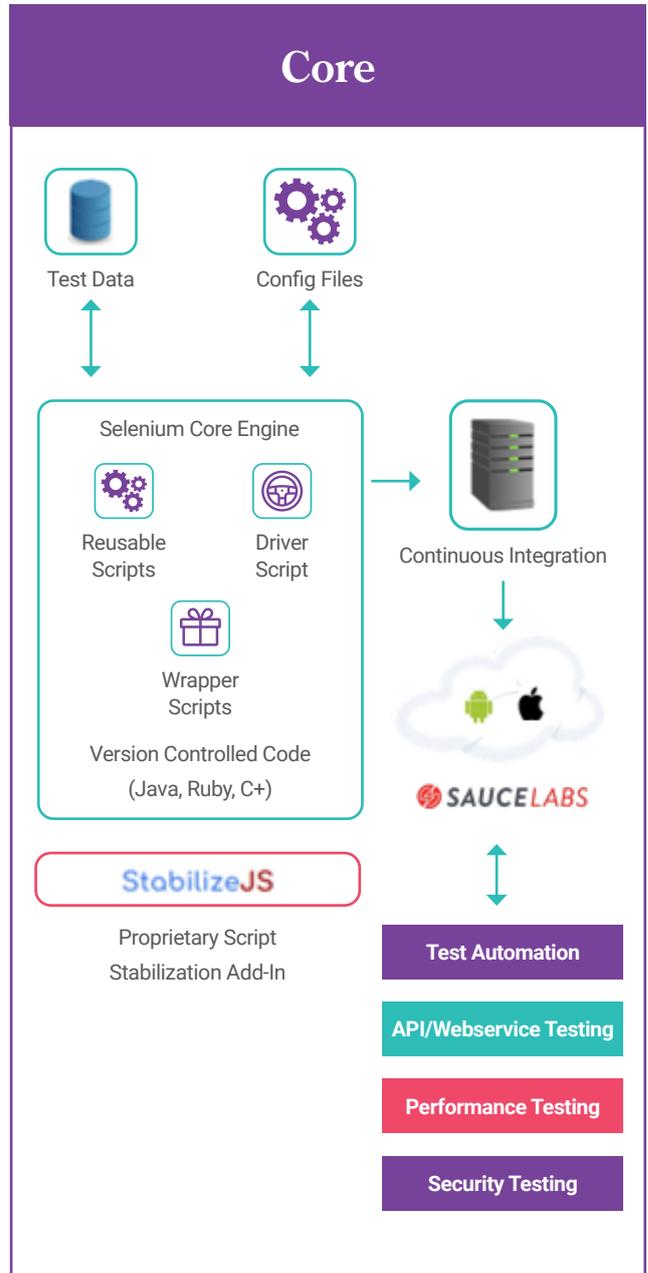
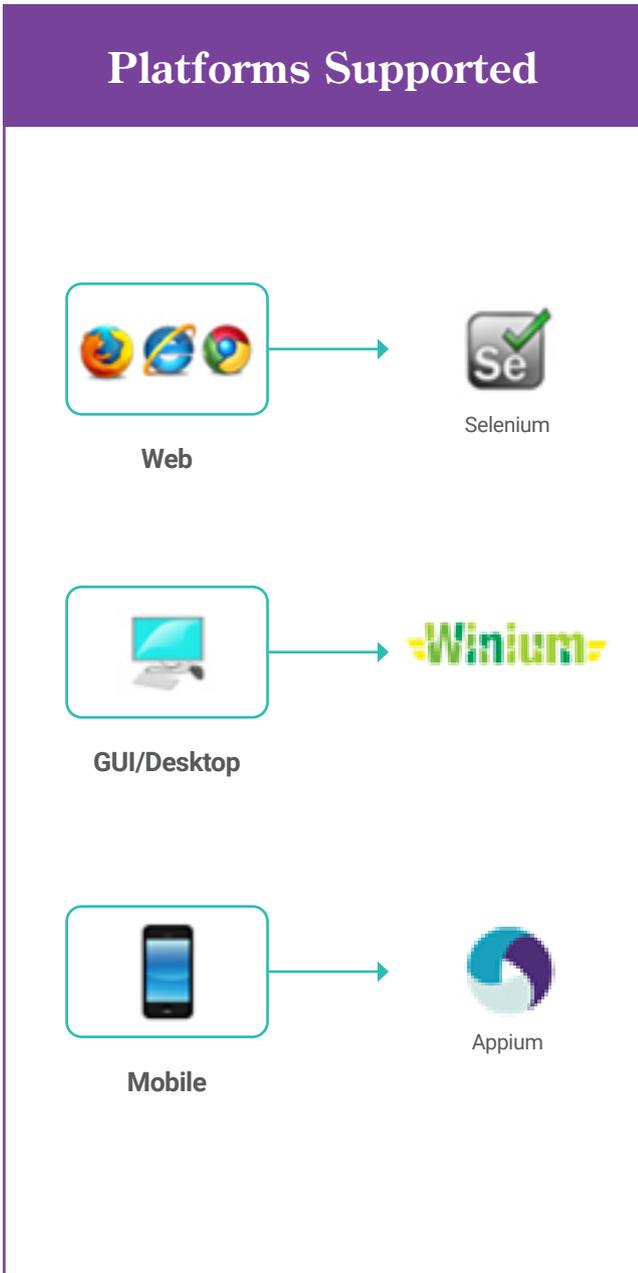
The Challenges

The organization was about to go live with a Life Insurance Quote to Application web portal. This new application was already tested by their internal teams and the basic functionalities were found to be working as expected. However, there were a few challenges:

- Intermittent errors were being thrown and they were not reproducible
- No idea how the application would behave cross-browser/cross devices
- No application performance baselining was done
- Needed the testing to happen from multiple geographies to replicate real-life scenarios
- No requirements documentation – FRD, BRD, Architecture diagram, etc.

And this was compounded by the fact that the timeline to address these challenges was only 15 business days.







Aspire's Solution

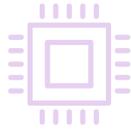
Though the customer expectation was nothing more than for us to address the above mentioned challenges, we knew the best way for us to go about doing this was to not just be pointing issues in the system, but to work as a partner, do as much research as possible and provide as much information to help the development teams get to the bottom of the issues. With this in mind, we went ahead and drafted a solution approach that would involve the following:

- Feature-wise isolation of tests to identify areas of concern
- The Multi-layered testing approach that focused on quality as a single objective included functional manual testing, test automation, and performance tests.
- Aspire's homegrown test automation framework (AFTA 3.0) was implemented to speed up the test automation process
- Integrated the Solutioning to Sauce Labs to enable seamless cross-browser and cross-device testing; Sauce Labs also helped provide execution videos and HAR files to debug non-reproducible issues.
- The Global team that worked on "Follow the sun" model to accomplish all objectives within the 15 days' timeline





Technology Snapshot



- » Test Automation – Selenium WebDriver, Extent Reports, Report Portal
- » Language – Java
- » Environment – Sauce Labs
- » Performance Test – JMeter, Grafana
- » CI/CD – Jenkins
- » Test & Defect Management – Test Rail

Results and ROI

- With the 'Follow the Sun' model to plan, design, and test across different geographies, the testing was successfully completed in the planned 15 days
- However, the tests had a whopping 14% failure rate including a blocker for Safari browser that would impact anyone using the Mac/iOS Safari browser (which would be nothing short of 50% of the consumers' profile)
- Performance test results pointed out the issues in response times while integrating to external systems that ultimately resulted in the application not supporting the expected concurrent user load of 300 users



Due to the high occurrence of defects, there were multiple new builds deployed and the testing had to be repeated.

	Manual Cases Executed	Automation Cases Executed	Defects Identified	Defect %	No. of days used for testing
Test 1	1291	394	239	14.18%	15
Test 2	1055	525	85	5.38%	15
Test 3	798	340	68	5.98%	10
Test 4	417	0	15	3.60%	5
Total	3561	1259	407		45

- Multiple code fixes were deployed during the test cycle and regression tests were handled with the help of automated end to end cases
- With the defect occurrence reduced to less than 4%, the application went partially live with key states
- The automated tests provided overall cost savings of over \$35,000.



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