



Major life insurer **successfully onboards 150 new partners** after testing overhaul





Challenges

- Manual Process to onboard partners to the client's platform
- Non-availability of Process Management Tools and Regression suite
- Outdated STLC procedures
- Performance & Integration testing challenges

Solutions

- Automated partner onboarding
- Expanded 900+ regression cases to meet required business coverage with
- Implemented multi-level reviews & strengthened resources
- Introduced Smoke/BAT Testing

About our customer

Our esteemed customer is a well-established life insurance company based in India, offering a wide array of insurance solutions for both individuals and groups, encompassing protection, pension, savings, investment, annuity, and health coverage. The insurer has a widespread presence with their own branches and more than 300 distribution partnerships, including banks, NBFCs, MFIs, SFBs, brokers, and new ecosystem partners.





Results

- 150 new partners have been onboarded
- 5 lakhs+ claims registered through issuance platform
- Successfully completed critical delivery goal
- Introduced 50+ new product features to production environment

Challenges

Our client faced a myriad of challenges which negatively impacted the process of manually onboarding their partners onto their platform. The client also faced several issues in their Testing Life Cycle & Processes, and consequently faced inefficiencies with performance and process that affected their project goals and overall operations.

The key challenges were:

- » Manual Process of onboarding partners to the issuance platform was a significant challenge
- » Non-availability of regression suite caused insufficient test coverage leading to overhead of defect backlog
- » Outdated STLC processes & non-availability of Test Management tools, relaying on manual trackers such as Excel sheets for defect management resulted in poor STLC process & lags project goals
- » Performance related issues were experienced in the production, particularly affecting the issuance, claims, & user creation modules
- » Challenges in conducting integration testing between different UAT and lower-level environments existed

The client faced hindrances in achieving their project goals due to the above challenges.





Solutions

Taking into account the hurdles faced by the client, our team of experts delivered personalized and all-encompassing solutions, making the process transition smooth.

The solutions provided were:

- » Automation of the partner onboarding using GAP Module
- » Implementation of comprehensive documentation of test plans, test cases & maintenance of test results. They also expanded regression coverage with 900+ cases to arrest impact defects
- » To guarantee that all requirements are validated through testing, we established traceability between test cases & requirements
- » Our experts optimized the STLC & the defect life cycle & establish defect tracking & traceability through JIRA
- » We introduced multi-level review check points & bolstered resource base to handle higher volume of production tickets
- » The conditions of the production environment were identified & assessed the system's performance, evaluating its stability, speed, stress, & reliability under different loads using the Jmeter tool
- » Smoke/BAT Testing was introduced to guarantee that environment prerequisites related to variables & configurations are met. We also upgraded the process to monitor the deployment activity throughout the release and planning of backup & rollback strategies

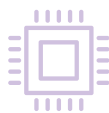


Results

Our comprehensive solutions nearly doubled ticket completion efficiency and successfully introduced **50+ new product** features to production, and a lot more:

- » Our process enabled to onboard **150 new partners** to the customer platform application for policy issuance and claims modules
- » Introduced more than **50 new product** features to the production environment with no impact defects
- » More than **5 lakh** claims have been registered through our platform over the past **3 years**
- » Effectively achieved the vital year-end filing process delivery milestone with the successful implementation of the newly introduced 'Customer Platform' application
- » Velocity increased by **80%** compared to the ticket completion
- » The defect detection ratio of QA has remained a stable **25%** over a year
- » Customized and enabled the reusability of the regression suite to align with the needs of various partners

Tools Snapshot



- » Sharepoint
- » Jmeter
- » Confluence
- » Jira



Aspire Systems is a global technology services firm serving as a trusted technology partner for our customers. We work with some of the world's most innovative enterprises and independent software vendors, helping them leverage technology and outsourcing in our specific areas of expertise. Our core philosophy of "Attention. Always." communicates our belief in lavishing care and attention on our customer and employees.

For more info contact: info@aspresys.com or visit www.aspiresys.com

USA

+ 1 630 368 0970

SINGAPORE

+65 3163 3050

INDIA

+91 44 6740 4000

BELGIUM

+ 32 3 204 1942

NETHERLANDS

+ 31 (0)30 800 92 16

POLAND

+48 58 732 77 71

MEXICO

+52 222 980 0115