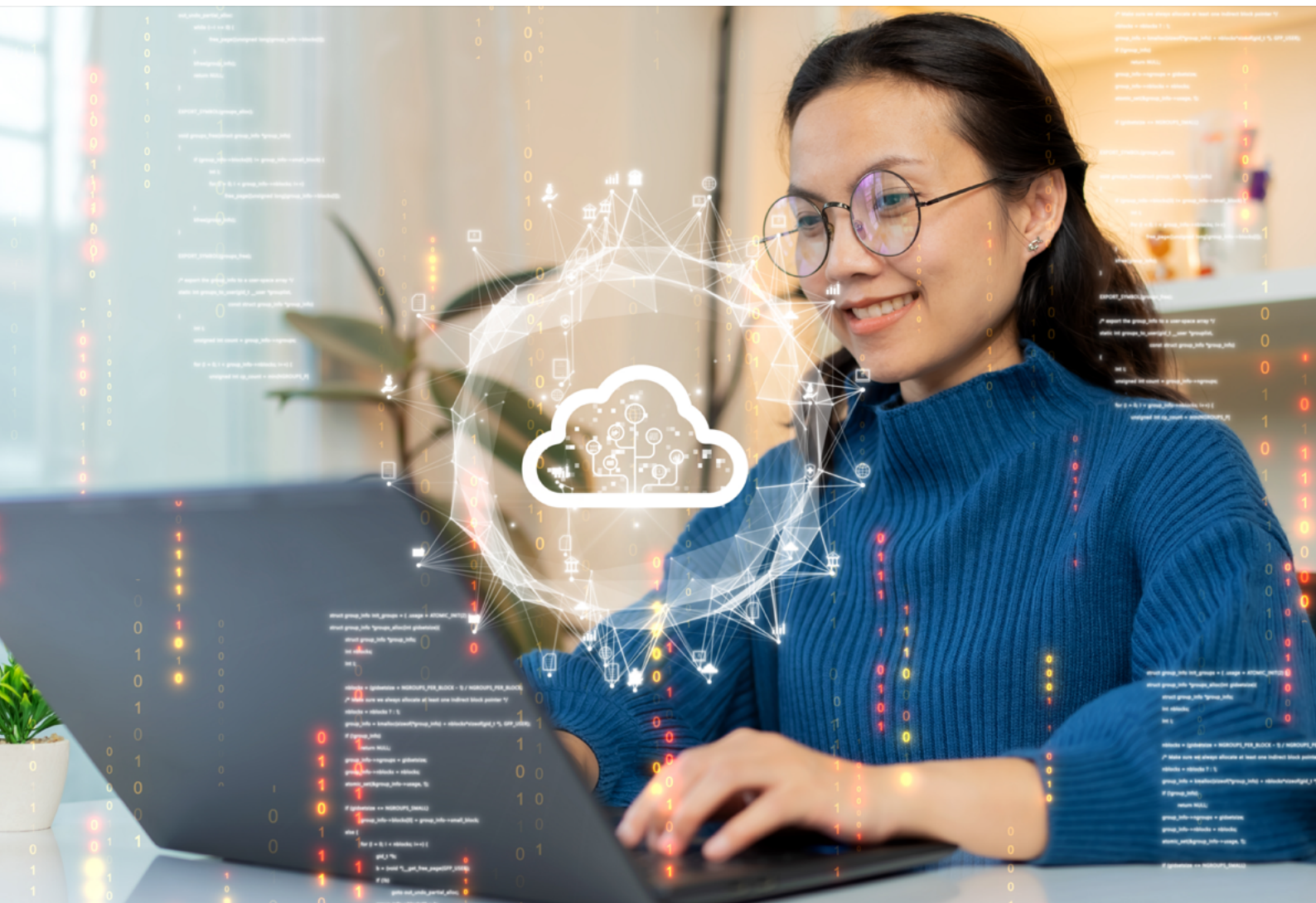




Seamless Guidewire testing for insurer results in 50% better ticket completion efficiency during cloud migration





Challenges

- Vast environmental issues
- Frail defect management system
- High volume of production tickets
- Stagnation of backlog tickets

Solutions

- Streamlined defect life cycle & addressed tracking processes
- Implemented BAT Process for QA and UAT environments
- Widen regression coverage with 600+ cases
- Focus tests of multiple Integration points
- Monitored key performance metrics to check for degradation trends
- Strengthened resource base to handle higher ticket volume
- Enhanced Processes for stakeholder collaboration

About Our Customer

Our customer is the world's largest consortium of Property and Casualty (P&C) insurers, renowned for their expertise in combining digital, core, analytics, and AI technologies to deliver a robust Insurance platform as a powerful cloud service. With the largest R&D team, services team, and partner ecosystem in the industry, they cater to over 400 insurers, ranging from new ventures to the largest and most complex organizations worldwide.

Challenges

During the cloud migration process, our customer encountered several challenges that required effective solutions. The challenges included:

- 1 **Vast Environmental Issues:** The customer faced complex environmental issues with compatibility, scalability, and performance across different cloud environments
- 2 **Frail Defect Management System:** The existing defect management system lacked robustness, making it difficult to effectively isolate, log, and track defects. This led to delays and inefficiencies
- 3 **High Volume of Production Tickets:** A surge in incoming production tickets with delays in resolution disrupted operations and caused hiccups in migration
- 4 **Stagnation of Backlog Tickets:** The customer also faced a backlog of tickets in the form of unresolved issues and enhancements. This was a potential bottleneck

Addressing these challenges through effective cloud migration testing methodologies and strategies played a critical role in enabling our customer to overcome these hurdles and achieve a successful migration to the Guidewire Cloud platform.



Results

- Delivered 1,800 tickets successfully in 37 Sprints
- Customer base expanded from 1 to 4
- 47% increase in ticket completion efficiency
- 15% steady regression defect identification ratio
- Identified 300 environmental defects
- Value-added benefit of re-usability of regression test suites

Solutions

To address the challenges faced during the cloud migration, our team implemented a range of effective solutions, ensuring a smooth and successful transition for our customer. These solutions included:

Streamlined Defect Life Cycle & Improved Tracking Processes: We introduced Trello and JIRA, two powerful project management tools, to efficiently manage and track defects

BAT Process for QA and UAT Environments: We implemented a Build Acceptance Test in QA and UAT environment for early detection and filtering of blockers, configuration issues and to ensure environmental stability

Expansion of Regression Coverage: Introduced test automation solution, built and executed 600+ test cases to identify and address potential issues across various functionalities.

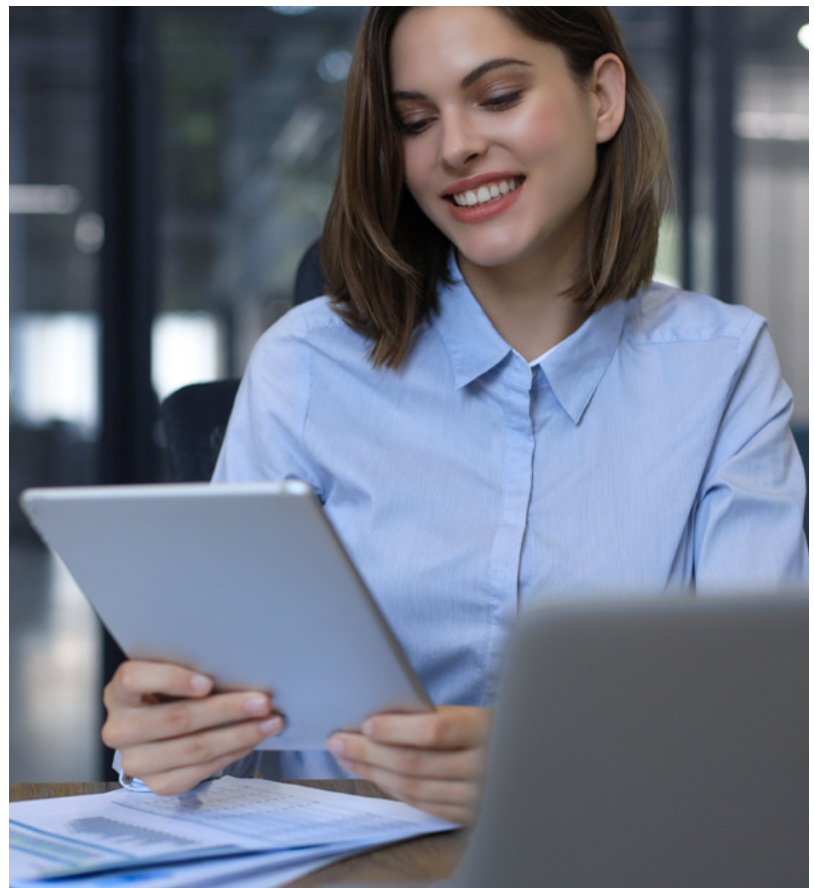
Comprehensive Testing of Integration Points: Thoroughly scrutinized the interactions between the system and external components, such as third-party systems and APIs, to prevent defect leakage and ensure seamless ecosystem functionality.

Consistent Monitoring of Key Performance Metrics: We consistently captured and reported key performance metrics to identify any degradation trends in the delivery line. This proactive monitoring allowed us to detect and resolve performance-related issues promptly.



We also strengthened the resource base with early risk detection and by providing effective mitigation plans, such as by allocating additional resources specialized in handling production tickets to efficiently manage the higher ticket volume during migration. Processes were revamped to facilitate clear communication, efficient collaboration, effective use & distribution of critical resources like Time Travel Environments, Integrations & Downstream Validations and well-defined roles among stakeholders.

By adopting these strategies, we ensured a successful migration, minimized risks, and facilitated a seamless transition to the cloud environment, ultimately empowering our customer to unlock the full potential of the Guidewire Cloud platform.





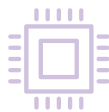
Results

These results highlight the successful outcome of the Guidewire cloud migration, resulting in improved efficiency, expanded customer base, robust defect management, and the ability to leverage regression test suites across multiple customers, ultimately providing significant value to our customer and their stakeholders.

- » Delivered 1,800 tickets successfully in 37 Sprints over a strong 3+ year engagement, showcasing the efficiency and effectiveness of the migration process.
- » Customer base expanded from 1 to 4, indicating increased trust and satisfaction among clients.
- » Average ticket completion efficiency significantly improved from 24% in 2018 to 49% in 2019 and 71% in 2020, representing a remarkable 47% increase in overall efficiency.
- » QA's regression defect identification ratio remained steady at 15% over the past 35 sprints, demonstrating consistent quality assurance practices.
- » Identified approximately 300 environmental defects across 14 Sprints, leading to the establishment of a robust defect process based on insightful metrics.
- » Value-added benefit of re-usability of regression test suites across multiple customers, maximizing efficiency and reducing duplication of effort.



Technology Snapshot



- » Salesforce
- » Trello
- » SharePoint
- » Jira
- » Confluence



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