

# Top Insurance Solutions Firm Cuts Time to Market & Improves Quality with Aspire's QA Solution



ATTENTION. ALWAYS.

**aspire**   
SYSTEMS  
*attention. always.*

## THE CUSTOMER

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Our customer is a leading technology service provider for insurance and brokerage companies. Their primary insurance platform is offered to insurance companies in Sales as a Service model.



## THE CHALLENGE

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Faced with demands for new levels of agility and flexibility in the insurance industry, our customer wanted to offer their insurance solution to their customers as a SaaS model. In keeping with this, they had upgraded their core insurance product with a new user experience platform, **Temenos' edgeConnect**.

Key to the business' strategy was a commitment to provide their customers with the best experience through this platform. They required a growing number of complex, external service integrations, which meant that testing of products assumed a high level of criticality.

With two customers already signing up for the product, they were seeking a partner who would streamline such complex integrations and perform overall quality assurance within the shortest possible time frame to ensure timely delivery of the product before going live.

## THE SOLUTION

Improved time-to-market by providing enhanced testing quality over shortened cycle time. Helped them launch stable, high-quality releases within the shortest possible time frame.

Listed below are some of the key challenges that our customer needed to address:

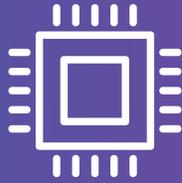
- 1 Reducing the defect density in new releases.
- 2 Reducing test cycle time to meet the requirement of launching weekly releases, which needed frequent testing. Lack of adequate automation of tools resulted in prolonged testing cycles.
- 3 Improving speed to market since timelines were non-negotiable.
- 4 Running complex API testing across multiple external service integrations. They had limited technical expertise to conduct API and performance testing.
- 5 Validating the product across multiple devices and browsers to ensure a frictionless, consistent experience for all users.

Aspire took complete ownership of functional testing, API testing, performance testing, test automation, and test management for the customer. After conducting a thorough gap analysis, best practices in testing such as standardized templates for test cases, test scripts and other test artefacts were implemented.

**Here are some of the key initiatives that were included in our scope of engagement:**

- 1 **Acceptance Test Driven Development** was used. The Acceptance tests written by Aspire resulted in zero defect leakage in production.
- 2 Implemented **AFTA** (Aspire's Framework for Test Automation) to enable seamless testing across disparate environments.
- 3 AFTA was used to **integrate test automation & API testing**.
- 4 It was also used to create a smoke test pack and integrate it in the continuous integration pipeline, **Jenkins**.
- 5 Quick turnaround time in **onboarding skilled testers** was ensured.
- 6 Created **test automation scripts** and ran tests across multiple browsers and devices over the cloud.
- 7 Also supported their customer teams in **performance testing** and **cross browser testing**.
- 8 Ensured all requirements were covered with a **traceability matrix** and enabled **high quality test coverage**.

# TECHNOLOGY SNAPSHOT



## Tools

- Selenium
- Java
- SoapUI
- JMeter
- Jenkins
- BrowserStack

## Platform

- Java

## Languages

- Java

# BUSINESS BENEFITS

Our solution brought in a number of benefits for the customer. Some of them are listed below:



Improved time-to-market by providing enhanced testing quality over shortened cycle time. Helped them launch stable, high-quality releases within the shortest possible time frame.

Reduced defect leakage to 0% in production.



Drastically slashed efforts required in running tests across multiple devices with the automated solution.

Smoke test automation reduced manual efforts by 75%.



As much as 80% of efforts saved in performing cross browser testing over the cloud.

At least 500 hours saved in API testing using simple utilities.



Provided reusable assets through automation to support future regression needs.



The UXP product suite has now been successfully delivered as a SaaS platform with zero defect leakage, which has given them the confidence to rely on it as a key profitable business model for the future. It would enable them to handle a myriad of complex use cases across their Home Insurance and Small Business Insurance product lines- including functional areas such as new business, policy administration, contact center as well as self-service workflows.

Their clients are already seeing the benefits when it comes to improved conversion rates and enhanced user experience for their end users.

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## ABOUT ASPIRE

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.

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