



To succeed in business it is necessary to make others see things as you see them.

Testing of an Insurance Product based on Agile Methodology

Abstract

An Insurance Management company wanted to test their product for functional gaps and basic entry field validation with a tight release schedule. Team of two test engineers and a test lead engaged with the client for a period of 3 months for the testing assignment. The deliveries were managed with 98% of defect removal efficiency.



Case Study



Client Profile

The Sweden based client is an Insurance giant in the EU region. They have developed software products in Finance and Insurance domains. These products are customized as per the requirements of each of their customers. Client is one of the pioneers in creating management software products for the Insurance domain and Claims management in the EU region.

Business Need

Client had limited exposure to outsourcing and had concerns about managing the team remotely with a tight product delivery schedule. They were looking for a partner who could work as an extended team and undertake product testing with minimum management and a lower knowledge transfer period. Having strong domain knowledge of insurance industry along with basic EU/UK premium/claim calculation understanding, helped the team at Gateway to grasp the functionality of the application in a short time frame. The released product was to be delivered to 3 customers in Europe and 2 customers in UK and would have helped save 35% of the operating cost for the end-client in the first year itself. As the application involved complex calculations to derive the settlement amount, quality and accuracy was of highest priority. Gateway worked with the client to understand their needs and suggested the best-fit business model to suit their requirement. Gateway adapted to Agile Methodology easily, having previously worked on it.

Challenges

The main challenges during the execution of the project were:

- Tight release schedule.
- Working with Agile Methodology meant close collaboration between the development and the test team.
- Test driven development.
- Quick retesting and regression testing to shorten the test cycle duration.

Benefits

- Prior experience of working with Insurance products and domain knowledge helped in reducing the knowledge transfer time by 70%.
- Test driven development helped the client reduce the time to deliver by 45%.
- Bug count in comparison to the earlier releases was reduced to around 60%.

Technology

- Microsoft .NET 2005 with framework 2.0.
- Mantis BT (Bug Tracking tool).
- SQL Server 2005.

Industry

Insurance Claims Management



Gateway's Solution

Gateway suggested a dedicated team of 3 members consisting of two Test Engineers and one Test Lead. Test lead was responsible for communication, planning and delivery of test results on daily basis. The test engineers were responsible for documenting the test cases which were reviewed by the test lead before delivery to ensure its completeness and accuracy.

As the client was working using Agile Methodology for development, Gateway adapted to Agile where complete set of test cases were provided to the client's development team. Extensive communication with development team, during test driven development, primarily contributed to the successful and timely completion of the release.

During the initial phase, the application was tested for module level functional gaps as well as basic entry field validations and last 1 month was reserved for the integration and final round of regression testing. In these 3 months of aggressive testing, the team at Gateway was able to achieve 98% defect capture and only 2 smaller enhancements were suggested on the final delivery by the end client.

Gateway TestLabs defines test designs and delivers business enabled Testing solutions that help Global 2000 companies win in a flat world. These solutions focus on providing strategic differentiation and operational superiority to clients. Gateway creates these solutions for its clients by leveraging its domain and business expertise along with a complete range of testing services

With Gateway, clients are assured of a transparent business partner, world-class processes, speed of execution and the power to stretch their IT budget by leveraging the Global Delivery Model.

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