Software Quality Assurance for the Insurance Industry

A cost-efficient model to increase quality of business applications

At-a-Glance

The Company:
Insurance division of a Fortune 500, leading global financial services company.

The Challenge:
Optimize QA service costs while improving the overall quality of the applications.

The Benefits:
An efficient QA service with standardized practices, optimized use of resources and reduced costs, allowed for an increase in business application quality, thus allowing our Client to focus on its core business.

The Solution:
A Nearshore-dedicated Testing Center

The Client

A Fortune 500, leading global financial Company offering businesses, individuals and institutional Clients a wide range of financial products and services, including retirement and investment services, life and health insurance and banking through a diverse family of financial services companies.

The Client has $270.1 billion in assets under management and serves approximately 18.2 million customers worldwide from offices in 11 countries throughout Asia, Australia, Europe, Latin America and the United States.

The Challenge

As part of their competitiveness strategy, the Client needed to reduce IT services costs while improving the overall quality of their applications, minimizing the failures in production that hampered their broker and agency operations, as well as finding a way to ensure a high quality level on all newly developed applications. A consistent QA culture was not permeated accross business units and IT areas, and given the competitive landscape of the industry, the Company needed to have quick turnaround times for the evolution of their current products as well as for the release of new ones, while staying in compliance in a highly regulated industry. Adding to these challenges, the high dynamism of the environment meant that the organization was under constant change and an off-shore work model did not seem feasible, given the market pressure for shorter cycle times.

The Company needed to set up a Testing Center that would allow them to:

- Increase the reliability of their Software Applications to perform business operations.
- Gain the flexibility to adapt to constant changes keeping them in a leading position in the insurance market.
- Effectively respond to the immediate demands of specific strategic insurance business initiatives for Health, Disabilities, Policies, Claims, Benefits, Marketer Services (Logistics and Distribution Channels) and SOX Compliance.

The Solution by Tim Tech Consults

Tim Tech Consults defined, tailored and implemented a dedicated Testing Center to serve all QA and testing needs across different businesses and groups from Tim Tech Consults's Near Shore® Delivery Centers in Mexico. Tim Tech Consults also implemented a full Incident Management process.

This initiative included documenting a complex Knowledge Management Process and on-going maintenance, as well as the development of new products and services for the Customer.

As part of the Test Plan and Strategy that Tim Tech Consults developed for the Client, an inclusive QA methodology was implemented and our expert resources helped mentor the Client's test leads and managers in it. The model also allows for high interaction between Tim Tech Consults's team and the Client team, making real time communication a key element to implement efficient change management practices.

The project was comprised of a dedicated team of 50 people, that supported 10 Global Applications, with a steady flow of 1 or 2 modules per application at a time, plus individual projects which run between 3,000 to 5,000 men/hours each.

The Benefits

- Overall management of quality of applications.
- Significant reduction in costs due to the implementation of defect prevention practices and sustainable production support processes.
- Optimized resource utilization by improving the overall quality of applications and enabling valuable resources to focus on new development, which enabled our Client to deliver higher business value through IT services.
- Improved quality levels for new or enhanced products, as well as reduction in release cycle times.
- Creation of a Knowledge Base pertaining to on the implementation of a solid documentation policy, preventing the loss of relevant business knowledge and allowing for shorter ramp-up times for new resources.
- Support the deployment of best practices in QA and test projects and standardization of these best practices.
- The implementation of solid QA practices along the SDLC, enhanced the analysis and design capabilities.

The Voice of the Customer

" … Things are really shaping up nicely and I have received comments from senior leadership recognizing that QA tasks seem to be running very smoothly. "

" I just want to thank the both of you for working so hard on this project. You've done an awesome job. Although it's not complete, I feel the first phase was very successful and we couldn't have done it without your hard work and dedication. Thank You, Thank You, Thank You!!! "

About Tim Tech Consults

Founded in 2010, Tim Tech Consults is an African leading provider of process-driven IT solutions with 10 years of Expertise in 3 Offices in East Africa with 15 Global Delivery Centers on the Global, Tim Tech Consults helps improve time-to-business-solution, lower costs of existing applications, deliver better engineered and tested applications, and produce predictable outcomes for top-tier corporations in over 5 countries. Through on-site, on-shore and its trademarked Global Nearshore service delivery models, Tim Tech Consults teams with CIOs to constantly increase the business value of IT. Tim Tech Consults is the creator and a leader of the nearshore industry.