

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 Solution:
A Nearshore-dedicated
Testing Center

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 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 across 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 Softtek

Softtek defined, tailored and implemented a dedicated Testing Center to serve all QA and testing needs across different businesses and groups from Softtek's Near Shore® Delivery Centers in Mexico. Softtek 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 Softtek 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 Softtek'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 Softtek

Founded in 1982, Softtek is a global provider of process-driven IT solutions with 30 offices in North America, Latin America, Europe and Asia. With nine Global Delivery Centers in Mexico, China, Brazil, Argentina and Spain, Softtek 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 20 countries. Through on-site, on-shore and its trademarked Global Nearshore™ service delivery models, Softtek teams with CIOs to constantly increase the business value of IT. Softtek is the creator and a leader of the nearshore industry.

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