



US-based Leading P&C Insurer Achieves 40-70% Test Coverage with LTI's End-to-End QA Services

Client

US-based Global Insurance Company, offering a wide variety of Insurance & Surety products, as well as Risk Management Services, to numerous types of businesses, organizations and individuals.

Challenge

One of the major challenges the client faced was to support the entire gamut of claims applications. These applications had complex flows and it was important to ensure that defect fixes did not impact the production environment. With Microsoft support to Windows XP coming to an end, the other challenge was upholding the client's business insurance application on VB6 platform. It was also important to maintain the integrity of data within the warehouse, and keep the lineage of data from upstream to downstream intact. This had to be done since the volume of data and the number of source systems that define the data in Business Insurance Data Warehouse is huge.

The client follows partial agile development process in an onsite-offshore model. The requirements are raised through MIS / User Stories, which are then taken care of by the Testing team. The team uses QC as the Defect Management Tool.

The client had numerous Web and Desktop-based employees, as well as agent-facing applications supporting business insurance rate and issuance of policies on VB6 platform. With limited time, the challenge was to eliminate Visual Basic and the related end-of-life technologies. Requirements in the form of user stories were available in Rally Tool, which were then taken care of by the Testing team. Moreover, the client environment had numerous Legacy systems in Mainframe, DB2, and some in MS Excel & MS Access formats as well. One of the other challenges was to pull all data from Legacy sources to Teradata platform, as part of the Legacy modernization initiative.

Solution

- Complete ownership for Testing-critical applications under Claims.
- Leveraged in-house framework & LT FAST for Test Automation, thereby reducing cost, efforts, turnaround time, and improving test coverage (Regression Testing only).
- Supported Mobile Testing through comprehensive mobile testing services (simulators, using perfecto mobile lab), including tablets and smartphones.
- L&T Infotech established a "Factory Model" to achieve Quick Conversion, and a higher testing efficiency to execute Visual Basic 6 Elimination (VB6 Elimination) project to eliminate Visual Basic and related end-of-life technologies from the BI application portfolio. The project was aimed at all BI Visual Basic applications to decide if they should be frozen, converted to another language, re-written, or retired.
- Implemented in-house solution, 'RADAR' – Data Testing Framework for validating the data across homogenous and heterogeneous systems, with 100% test coverage. Moreover, the comparison utilities – XL-DIFF and PDF-DIFF helped business partners compare Legacy & Standardized Reports, and provided them with confidence over the data.



Benefits

L&T Infotech's solutions automated, streamlined and simplified most of the client's business challenges, thereby delivering the following benefits:

- Significant reduction in post-production defects
- Application conversion delivered within cost, schedule and minimal production fallout
- Test Coverage Computation Tool developed and used for gap analysis, as well as the test coverage computation of existing test bed
- Enhanced Test Coverage- L&T QA team uplifted the test coverage for all BI applications, from 40% to 70% on an average by addition of supplementary test cases to the regression suite.
- Team was cross-skilled in multiple applications to deliver benefits around resource optimization during steady state
- 40% reduction in efforts through automation, which led to over 60% reduction in testing cycle time

About L&T Infotech

Larsen & Toubro Infotech is a global IT services and solutions provider with presence in 22 countries. We solve complex business challenges at the convergence of digital and physical with our real-world expertise and client centricity. We help clients create captivating customer experiences, enhance processes and build innovative business models.

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