Automated Data Comparison and Verification

What **we have done**   **Client**: Leading European Insurer

Process **Definition** and Business Rules **Validation**

Data verification printed on the customer communication PDF letters against the data in the Policy Administration system. The consistency of the data was crucial and hence verification was essential. The number of letters generated during the testing period as well that in the production was large. This required a significant number of human resources and increased time for training.

Automation of **Data Comparison**

Our team used the open source automation program along with the PDF-compare tool to identify the different components to be verified. As a result, a well-defined requirement document was prepared. The requirements included extracting output data from different templates of PDF letters. This was to be compared against data in multiple sources such as Policy Administration System at the company, flat files generated from systems as well as from the macro-based excel calculation files.

Results Reconciliation

We developed the automated QA bot that is configurable and easy to use. The bot has an easy to use User Interface built on .NET platform. When the Automation program was run by the Clients, a reconciliation report was produced which made it easier to identify the passed and the failed cases.

The bot has brought down the verification time for the PDF letters by 90%. This has also reduced the human resources required for the verification by 60%.

Since the bot is reusable for future, the time for training new resource is minimized and the benefits can be realized every year. In addition to alleviating testing efforts for new projects these bots are designed to assist in BAU as well thereby ensuring quality.

Benefits

Increased Quality	Time Reduction	Cost Reduction	Agility
Near to 100% Quality achieved	50% testing efforts reduced	50% reduction of test resources	Automation tools were defined in a modular way for users to change parameters

Synergy's ASTRA Framework

ASTRA Framework is a process transformation model comprising a "business due diligence framework" and "automation accelerators" supported by data APIs enabling fast identification, evaluation, and implementation of high-value "quick win" opportunities in the insurance and financial services sectors.

Astra
Automation Accelerator

Synergy Strategic Solutions

SYNERGY STRATEGIC SOLUTIONS specialize in assisting insurance companies to navigate their digital journey with confidence and ease. Automating business processes, reducing costs, streamlining operations, improving customer experience and modernizing technology are some of the pressing needs of insurers that we address.

We have exclusively focused on the insurance industry since our inception in 2011. Our deep knowledge of the industry, its business processes and our ability to Integrate legacy with digital technologies have made us the preferred partner for several Life, Health and P&C insurers across Asia. Headquartered in Hong Kong, we have operations across Singapore, Malaysia and India.

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