

# Automated Software Testing and Quality Assurance

## What we have done

Client: European Insurance Giant

### Problem Statement

**Lack of skilled testers, insufficient knowledge of the local systems, strict project timelines to on-board the team and cost constraints.**

Our Insurance Client has been on the forefront of technological enhancements and digital frontier. As a part of this, various technology projects are constantly undertaken. This translates to huge effort spent on Software Testing and Quality Assurance during

each of these projects. A large amount of the testing effort is spent on the redundant tasks and control testing to ensure the existing functionalities/features are not negatively impacted. This translated to multiple challenges:

- Huge amount of testing resources needed
- Repeated training for each new team
- Limited testing due to project schedule constraint

## What we did well



### Delivery Model

We rectified the basics of test deliver, while addressing the larger testing model



### War Room

Encouraged collaborative and agile working engagement with stakeholders to manage Change Requests, Defect Fixing and roll out approach



### Communication and Transition

Prompt and timely communication with stakeholders through workshops and rapid discussions secured buy-in and support



### KPI's Re-baseline

We re-baselined the quality parameters of Testing to support agility and quicker response to change

## Benefits



### Cost Savings

US\$400k  
immediate savings



### Increased Quality

Zero p1, p2 incidents  
passed into production



### Test Lead Time

decreased by 20%



### Total Cost of Testing

reduced by 20%



### Deployment Predictability

98%



### Execution of Planned Test Cases

100%

## 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.