Case Study: Software Testing for the leading Insurance Company

Client

Founded in the 1920s, America's leading insurance underwriter serves more than 10 million households and 20 million policy holders. The Insurance Company operates in 40+ US states, and has more than 50,000 agents who help them reach out to their clients.

Challenge

Like most insurance firms, technology plays a critical role at the Insurance Company. The IT environment at Insurance Company consists of a numerous applications including those for prospecting, sales, agent handling, underwriting, policy servicing, intranet, to name a few. Insurance Company uses an in-house technology group as well as a number of third-party suppliers for a wide array of IT applications services. While software testing was traditionally performed by a combination of the in-house team and external suppliers (that performed development services), over time, Insurance Company realized the need for an independent testing specialist to improve the quality and robustness of the service.

In early 2011, Insurance Company decided to pilot with QA Lab for testing its line of business application. Impressed by the results shown by QA Lab testing team, Insurance Company increased QA Lab involvement in a number of projects involving core and non-core applications. While QA Lab started with a few member team in 2011, the team grew considerably over a period of time and is testing for numerous business applications.

Why QA Lab?

Independence: In order to bring objectivity in testing, Insurance Company wanted an independent entity to improve the quality and robustness of the applications.

Specialist focus: Unlike other IT services players that offered testing as an allied service, QA Lab was a company that specialized in testing (ie. considered testing a job and not a hobby).

Skills and Frameworks: Given its sole focus on testing, QA Lab demonstrated expertise of its workforce in coming up with the robust and innovative methods for different types of testing. Further, it offered unique frameworks and tools for testing and exhibited commendable credentials in its ability to do different types of testing.

Cost Advantage: An independent testing service provider like QA Lab was able to offer comparable/better cost economics, given the robustness of its testing and reduced time for applications to become fully functional.

Results

Insurance Company has reaped the benefits of engaging QA Lab across all three fronts – people, process and technology.

People: QA Lab offered skilled and motivated testing experts and also provided flexibility to ramp up or down aggressively to meet the project requirements.

Process: Insurance Company witnessed significant improvement in the testing processes. For example, for a particular functional application, warranty defects reduced by 80-85% and test process errors reduced by 90% in the first year of QA Lab's support.

Technology: QA Lab offered unique testing frameworks, tools, and methodologies as well as the ability to work on different types of technologies – an offering not matched by other suppliers.

About QA Lab

QA Lab (An Ishir Company) is a global diversified outsourced IT services company which brings offshore outsourcing to clients' doorstep.

We assist our clients to achieve their business objectives by successfully outsourcing their non-core business processes and functions in the areas of technology and digital marketing.

We have been part of the outsourcing industry since 1999 and have successfully implemented strategic offshore programs in the areas of custom software development, software product development, casino game development and outsourced digital marketing production services to India. QA Lab has been servicing clients thousands of miles away, maturing into a core dependable extension of a client's internal team.

QA Lab has extensive experience in providing outsourcing non-core business processes - IT functions (software development, product development, SharePoint consulting and development, mobile app development, software testing, managed IT services, cloud computing solutions, managed web hosting), Interactive (web design and development, game development), Internet Marketing (search engine optimization, paid search, display and social media marketing services), setting up Built Operate Transfer (BOT), specialized R&D facilities, and non-IT functions (data entry, research, customer support, finance).

We have vast experience in offshore outsourcing and have matured into a dependable outsourcing partner providing substantial value and savings to our clients, often exceeding up to 65 percent. We leverage our people, processes and effective use of technology to catapult our clients to achieve their business potential.

Next Step: **Discover how QA Lab (An ISHIR Company) can accelerate the success of your business. Contact us today:**

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For More Information

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