



QualiTest Provides On-Shore Testing Services for a Tier 1 Insurance Company

Client Overview

The client is Management Company of eight pension funds managing a total of over \$20 billion. The company was established for the sole purpose of implementing the comprehensive consolidation of these fund's existing systems into a single system, and for providing operational services for the eight underwriting pension funds.

Business Need and Objectives

The client current information systems handle some 7000 users, 12TB of data, 6 million I/O operations per hour and produce at least 2,000 reports per month. The systems are linked to thousands of employers, banks and government ministries. These systems were developed through a continuous evolutionary process over the years since the establishment of the funds. Over the years the systems have undergone transformations and conversions according to the progress and availability of technologies. The computer systems are heterogenic and complex and include, among others, platforms such as UNIX, AS400, IBM-MF and Windows, as well as a range of databases such as DB400, UDB, DB2, MSSQL, Informix, Oracle and others. As result of the way in which the current systems where developed the customer is required to deal with many difficulties, namely:

- Eight different technological and operational infrastructures each requiring much support.
- Data consolidation was very costly along with long lead times.
- Outdated and inefficient work procedures.
- Low quality data in some of the systems.
- High operational, computerization and support costs.
- Insufficient customer service

The customer chose QualiTest to provide a full Test Outsourcing Solution for the entire development and implementation process of the new consolidated systems.

Challenges and Requirements

Kicking-off operations led to various challenges which were:

- Understanding the current systems used by the customer
- Highly Complex business cases and scenarios
- Understanding the end-user perspective of the system
- Testing consolidation of 40 year old code
- Consolidation of requirements of 8 pension funds
- Multiple interfaces
- Building Test Environments for both Load and Volume testing
- Training and Qualifying end-users to take pro-active part in the testing process

Solution

QualiTest establishes a Testing team on the customer site consisting of a senior manager, a Project Manager, 2 Team Leaders and 12-13 testers.

QualiTest's involvement in the project started during the project's initialization phase. The first tasks included reviewing the design process using comprehensive Static Testing Techniques. The end-users were involved in the process from an early stage.

The project included the following tasks:

- Defining the Test Strategy
- Building a Test Lab
- Developing Test Stubs and Drivers
- Test Planning
- Test Execution
- Load, performance and stress Testing
- Creating an automation infrastructure and implement as much of the regression tests automatically as possible.

Results

- All the milestones which were expected were completed successfully, on time and on budget.
- The testing automation infrastructure developed by QualiTest was extremely effective and cut down on the regression testing time by delivering close to 80% coverage of the testing done at each test cycle on the systems core functionality.
- Top users from each fund took part in the testing process which considerably increased the system's compatibility with the funds needs and requirements, increased the system's quality and greatly facilitated in the implementation process.
- Ramp-up of the QualiTest team was quick which allowed risk analyses, design review and some project management activities to be delegated to the team early and freed up the project's leadership team to focus on other important activities earlier than expected.
- An emphasis on Load and performance testing at a relatively early stage of the project insured that the system's performance and stability targets were met and exceeded.

Project Business Card

Industry: Insurance
 Solution: Test Outsourcing
 Location: On-shore, On-site
 Project Size: 16 QualiTest employees
 Customer size: \$20 billion Pension Fund
 Management Company

"Think Globally – Test Locally" means providing QualiTest's Global practice, knowledge and proven experience with local services - either on site, or at one of QualiTest's OnShore Test Centers. Our unique combination of competitive pricing and service quality makes onshore QA and testing the smartest alternative to any offshore option.

Think Globally ■ Test Locally

QualiTest

QualiTest is a leading global provider of Quality Assurance and Software Testing services. QualiTest employs over 800 testing professionals in 11 countries, serving global Fortune 500 companies and many other large organizations. QualiTest's services enable its customers to build and maintain a leadership position in the QA and testing process. QualiTest uses its deep industry knowledge to put your company on top - and its proven track record of consistent and successful delivery keeps you there.

www.qualitest-int.com

North America
 9 Mott Avenue, Suite 306 M.S. 14, Norwalk
 Connecticut 06850, USA
 Tel: + (1) 203 202 2682 Fax: + (1) 203 202 2687
 Email: us@qualitest-int.com

Europe
 Amsterdam Teleport Towers, Kingsfordweg 151
 1043GR, Amsterdam, Netherlands
 Tel: + (31) 20 491 9804 Fax: + (31) 20 491 909
 Email: nl@qualitest-int.com

Middle East
 Beit Davidof, 7 Gush Etzion St., Givat Shmuel
 54030, Israel
 Tel: + (972) 3 737 1300 Fax: + (972) 3 737 1305
 Email: israel@qualitest-int.com