



# Testing CoE for a large insurance company increases efficiency

## Client

Our client is a provider of Insurance and Reinsurance services in the US offering insurance services across general liability (GL), professional liability (PL), property and excess casualty sectors.

## Challenge

The client started an initiative to consolidate their existing 23 Lines of Business (LoBs) into 4 sector categories to improve efficiencies and reduce costs. They also decided to upgrade their Duck Creek platform from version 3 to version 4 in order to leverage additional features and improve Business opportunities. Their requirements included the following:

- An end-to-end test partner for complete testing needs across manual, automation, BI Testing and performance testing
- Manage all test activities within the client organization and maintain the domain knowledge pool, which can ramp-up across LoBs based on project forecast
- Insurance domain and product challenges in Duck Creek migration projects
- Optimize the testing cycle time with the help of offshore delivery model
- Knowledge Management across all LoBs as most of it was with individuals

Onsite offshore time zone difference was a major challenge for the client as most of the development/BSA meetings happen at US time. Marlabs came up with a solution to support the client need where in offshore team provides support for half day, EST, and are part of all meetings. This reduced onsite-offshore ratio drastically and became a cost effective solution for client.

Client also faced automation challenges. Since client did not have any automation framework in place, Marlabs team developed a PoC with suitable tools and provided an RoI analysis. Based on the results of the analysis, the client procured the required license.

Marlabs team setup the automation framework, which is now currently being used for BVT (Build Verification Testing).

### Marlabs Solution

Marlabs worked as a one stop shop for all testing needs of client across DCT and legacy systems and setup a Testing Centre of Excellence (TCoE) at offshore for the client

- Engaged in 2008 to support the testing needs of the client for the ongoing maintenance releases, new enhancement projects and up-gradation of DCT from 3.x to 4.x
- Chosen as the 'Preferred Business Partner' for testing services and has 20+ resources supporting the QA activities for the client

### Our Service Models

Our service models include execution only model, partial ownership model, and trusted partnership model. Execution only model is a simple solution delivered through hybrid onshore/offshore delivery, resulting in lowered costs for testing.

Client engagement started with maintenance release testing after which Marlabs took up more applications in Professional Liability insurance space during 2012 and formed a regression test repository across LoB. Partial Ownership Model involved engagement with test consulting for the Insurance space.

Marlabs introduced cost effective hybrid resourcing model and started functional, automation, and performance testing. Marlabs also organized best practice workshops and established global delivery model (onsite - offshore) to support the client during onshore hours.

Trusted Partnership model involved moving to a managed services model. Marlabs kick started UAT engagement in PL LOB space, provided QA support on Portal program, QA on PL insurance LOB, and entered reinsurance division.

### Benefits

- TCoE benefits by implementing the best practice across projects
- Increased automation coverage across LOB leading to higher productivity and cost savings
- Higher efficiencies through reuse of test repositories
- Enhanced test coverage across LOBs through domain focus
- Reduction in testing life cycle time
- Induction kit and knowledge management repositories

### Technologies

- Duck Creek
- Mainframe
- DB2
- .NET
- SQL/Oracle

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