

# Case Study 04

## Client Background

Top Insurance group of companies who are the 3<sup>rd</sup> largest insurer of both private Personal Lines passenger automobile and homeowners insurance, and also provides a wide range of other insurance and financial services products. It operates primarily in 41 states across the country through the efforts of approximately 20,000 employees. Its exclusive and independent agents, along with the employees, are responsible for servicing more than 15 million customers.

## Project Objectives

The application integrates data and operations that support independent agent business for the client.

The application has the following benefits:

- **Eliminates multiple systems** – Eliminates the need to have multiple systems by providing an all-inclusive Agency Management solution with increased capacity and accelerated business processing. The application caters to operations across multiple business units (organizations acquired by Farmers), channels, and locations.
- **Increases compliance** – Provides incentives and controls to ensure all agents who are appointed to sell the products.
- **Provides unified and superior channel management** – Integrates the three primary elements in Agency Life Cycle Management – channels (Exclusive agents, Independent agents, and Employee agents), products and regions and thereby provides a consolidated system for the Group.
- **Prevents data redundancy** – Provides a central repository for agent information. It prevents duplicate data entry across business units, thereby avoiding information inconsistency.

## Technologies of the Project

### Testing Tools: Load Runner

### Test Management and Defect Reporting: Quality Center

## Project Solutions

- Developed Business and Functionality Test cases for the Project.
- Tested the application **manually** during the development, User Acceptance, Regression and Production phases.
- Performed manual testing to validate the Business flows as well as functionality of the application.
- Recorded the Test cases using Automation tool **Load Runner 9.0** to check the end to end interface issues and functionality of the application.
- Used **Quality Center** to organize , manage and track the defects.

## Benefits to the Client

- Prepared Test cases for Business Process.
- Consistent test efficiency (No. of test scripts executed/no. of incident found) of over 90%
- Test effectiveness (Defects reported before Production) of over 95%

