

# Leading commercial insurance company achieves Automation led Quality Engineering with > 90% Automation

SLK helps the company to embark on product centricity through Rapid Automation and CT enablement

## Client

A large commercial property and casualty insurance company offering a range of standard and specialized insurance products and services across the U.S., Canada and Europe.

## Challenge Assessed

### Absence of a QA capability with compromised business outcomes

As one of the leading global insurance companies, the client's priority is to ensure complete customer satisfaction with its superior quality products and services. The lack of a dedicated QA setup, governance and processes posed a challenge for the company to achieve the business outcomes that it strived for.

The absence of automation, unavailability of test data and stable test environments contributed to slower execution cycles and compromised test coverage, which resulted in quality issues in production. Additionally, inadequate documentation and a complete dependency on service providers snowballed into a juggernaut. This forced the company to seek partnership ensuring quality at speed.



## Solution Play

### Moving the quality needle with Automation led Quality Engineering

SLK set up Project teams focused on functional and non-functional assurance to support project execution. SLK also set up TCOE for foundational services, including:



Creating enterprise-wide process and governance standards



Tool strategy with standardization of QA tools, integrations into automated dashboards



Rapid implementation of automation across a heterogeneous technology stack



Non-functional assurance to ensure performance, security, and accessibility



Test data and test environment management to ensure the availability of the right test data and a stable test environment



Service virtualization to simulate or create replicas of integrations

SLK has partnered with the client to set up an independent QA to drive the transformation journey that ensure data integrity & compliance with regulations. The partnership started off by transitioning QA support for regular project execution of 190+ applications and automating 90+ business-critical applications. SLK formed teams for project execution while simultaneously setting up a foundation service to reshape QA processes and functions.

## Outcomes Delivered

### Ensuring Quality, Speed and Efficiency

SLK helped the client to align with its goal of becoming 'the smartest underwriter in the world' by achieving success in automation led Quality Engineering through continuous testing enablement and 100% test coverage. With a 2X increase in velocity & frequency of testing, the client can now leverage its automated QE capabilities to ensure product centric adoption through maximized automation, stable environments and test data availability.





# The Outcome Metrics



**Velocity:** 2X increase in testing velocity and frequency



**Value:** YoY improvement in cost efficiencies



**Volume:** Successful automation of > 90% business-critical applications



**Advancement:** 10X improvement in automation speed enabling faster reach to the end-customers



**Efficiency:** 100% availability of test data with zero compliance issues

## Acronyms explained

QE: Quality Engineering  
QA: Quality Assurance  
TCOE: Testing Center of Excellence  
CT: Continuous Testing

## About SLK

With over 20 Years of experience in the field and a relationship-oriented approach towards our customers and being strategically focused to deliver the most effective results, SLK takes an Intelligent automation first approach to achieving client's central goals. Being a go-to technology & consulting firm for some of the Fortune 500 companies, we recognize the pace at which technology is transforming & its impact. SLK achieves to provide up to 75% upfront savings with 90% productivity improvement. SLK's deep understanding of the BFSI domain with serving our 20+ clients & giving them 32% CAGR over 5-years makes us the best partner in the sector.



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