

65% Cost Reduction Achieved: Transforming Testing Efficiency for a Global P&C Insurance Carrier



Overview

The client is a century-old global leader in the Property and Casualty insurance sector, offering a diverse range of products across multiple lines including General Liability, Specialty Auto, and Commercial Surety. They needed to modernize their testing processes to improve efficiency, streamline operations, and reduce costs.



Objective

The client's main objective was to modernize their testing processes to eliminate operational inefficiencies, enhance their automation framework, and cross-train resources. The goal was to achieve a 65% reduction in testing costs while reducing regression efforts by 3X and accelerating delivery timelines.

Business Challenges

- The client faced several challenges that hindered their ability to streamline operations and improve testing efficiency:
- **Complex Testing Requirements:** Extensive testing needed across multiple programs and maintenance releases to meet market demands.
 - **Inefficient Time-to-Market:** Slow policy processing and an outdated underwriting platform affecting speed.
 - **Resource Constraints:** High dependency on key personnel for testing across diverse applications.
 - **Risk Management Gaps:** Lack of robust risk assessment techniques and an effective test approach.
 - **Lack of Automation:** Insufficient automation and regression strategies, delaying releases and impacting quality.

The Solution

To address the client's challenges, a robust automation framework was designed and implemented, tailored to support multiple product lines across all test environments. Expertise in Property and Casualty (P&C) insurance was leveraged to create a reusable repository of over 800 test cases. Additionally, a comprehensive Quality Maturity Assessment was conducted, establishing a Testing Center of Excellence (CoE). Resources were cross-trained across various applications and technologies, and a knowledge repository was developed to streamline access to critical application references, ensuring continuous improvements and scalability.

Value Delivered

The client experienced significant improvements across multiple key areas following the implementation of the tailored solution, driving operational efficiencies and cost reductions while enhancing overall satisfaction.

65% Reduction in testing costs through streamlined processes and automation	3X Reduction in regression efforts and timelines due to the automation framework	Reduced delivery time and talent dependency
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Business Benefits

Cost Efficiency	Faster Time-to-Market	Improved Resource Utilization	Automation Efficiency
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