

Overview

A market-leading insurance product company, offering Health, General, and Life Insurance Platforms, served clients across multiple geographies. They sought to improve QA related issues, which impacted their business performance, to enhance product quality.



Objective

The goal was to establish a QA Center of Excellence to achieve zero production defects, implement test automation for regression testing, and ensure performance and security testing for product platforms.

Business Challenges

The organization faced significant QA-related inefficiencies, which compromised product reliability and implementation success:

- **No Mature Testing Processes:** Absence of standardized methodologies reduced quality assurance
- **Missing Smoke and Sanity Tests:** Lack of standard test cases impacted validation
- **No Test Automation:** Manual functional and regression testing slowed processes
- **Inadequate Nonfunctional Testing:** Limited performance and security testing risked system stability

The Solution

Digitide conducted a detailed analysis of the client’s system and business requirements, leveraging global expertise to establish a QA Center of Excellence for both Product Engineering and Product implementation groups. We developed a Test Strategy and Automation Strategy, including tool recommendations, and implemented a keyword-driven Selenium Automation framework to enable automation at the design phase. Nonfunctional testing, including performance and security testing, was introduced to ensure data integrity and data security. A traceability matrix tracked implementation status, while cross-training optimized resource utilization, stabilizing regression and automation suites for post-release validation.

Value Delivered

Our QA Center of Excellence transformed the client’s quality assurance, achieving no production defects and robust system performance. Previously plagued by manual testing inefficiencies, the organization now benefited from automated regression suites and enhanced security, ensuring reliable product implementations.

Zero

Production Defects enabled achieving flawless product quality

100%

Automated Regression Testing & Stabilized validation post-release



Improved System Response Time enhanced performance through testing

Business Benefits



Flawless Product Quality



Automated Regression Testing



Enhanced System Performance



Strengthened Data Security