# Test Case Re-engineering Accelerates Product Stability and Go-To-Market

STAG re-engineers test cases for an integrated insurance product of a leading UK-based Fortune 20 Insurance provider, thereby accelerating product stability and enabling the client to go to market with high confidence.

▶ Domain/Category -  Insurance

▶ Technology - Web, Oracle Forms and Reports, Oracle Database, and Java

## CUSTOMER AND PRODUCT BACKGROUND

The customer is the Indian offshore facility and captive unit of one of the largest general insurers in the UK, a Fortune 20 company.

The application in question is actually a suite of insurance products developed using different technologies like Web, Mainframe, and Oracle Forms. The customer wanted to cover a broad range of client segments; therefore it made an outright purchase of an insurance application that covered a plethora of products, including Motor insurance, Home insurance, insurance for Musical Instruments, Pet insurance, and Equine insurance from a third-party software vendor.

## PROBLEM STATEMENT

As the customer began to make the necessary modifications and customizations to the purchased software and integrate it to their flagship product, they were besieged by a series of QA challenges, as the inherited test assets were inadequate and lacked sufficiency. An additional challenge was the time frame, as the customer's business plan demanded that the consolidated product go to market in the first year itself.

The customer was not in favor of investing in building an in-house testing team; therefore they opted to seek the help of test specialists and focus completely on product development.

## SOLUTION

The STAG team conducted a quick review of the situation at hand and noted that there were 2500 test cases: there were several sets of test cases, some from the customer's QA team and others from the different vendors working with the customer. The STAG team organized these test cases effectively for better maintenance.

The team designed new test cases for the assigned modules under test applying HBT principles such as landscaping, value prioritization, and attribute analysis to increase the coverage and scan the entire depth and breadth of the amalgamated product. The modules had complexities in terms of multiple number of job combinations. The test cases for these modules were designed to be flexible so that changes in the business requirement could be handled in such a way that they were distinct and quickly separable, without impacting the ones that were already built.

The team also created credible test data to test the scenarios for various claims. It also carried out thorough regression testing and uncovered a number of critical defects, besides adding 8% more test cases. In all, the team carried out four cycles of testing and logged approximately 2000 defects.

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| ▶ | # Functional test cases added: 600 |
| ▶ | Percentage of regression test cases added: 8% |
| ▶ | # Cycles of regression testing: 4 |

## OUTCOME AND VALUE ADDITIONS

The robustness of the test cases designed by the STAG team and their adaptability to business requirement changes highly impressed the customer, as it helped uncover many critical defects in the product prior to live deployment. Besides, there was not a single instance of defect escape to field.

The improved shelf life of the test cases developed by STAG reduced the testing effort for the customer across six brands. The stable product releases boosted customer confidence and enabled them to explore new business opportunities in the aggregator segment. The product maturity enabled the customer to sign on new clients.

The STAG team performed a set of non-functional tests as well, which helped uncover numerous discrepancies and triggered changes to the design in the early stages itself, even before the product was handed over to the load testing team.

The STAG team did not just test the product; it also gave valuable suggestions on the product to the customer, some of which were considered as product features.