

HEXAWARE

Test Automation for Insurance Enhances Efficiency for a Leading Insurer

Hexaware's strategic test automation solution for enhanced efficiency and accuracy.

Case study



Client

| Client

- Challenge
- Solution
- Benefits
- Summary

Modernizing QA for a Global Specialty Insurer in the Lloyd's Market

The client is a prominent global specialty insurer operating within the esteemed Lloyd's of London market. In response to the increasing complexities of its data landscape, the client decided to implement test automation as a strategic measure. This move aimed to address significant challenges associated with large-scale data testing, such as ensuring data accuracy, reducing testing cycles, and enhancing overall operational efficiency.



Challenge

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Limited Test Coverage, Manual Bottlenecks, and Ad Hoc Processes Hindered Scalability

The client relied solely on user acceptance testing and faced a resource crunch, making it difficult to involve business users in efficient testing. There was a need to increase standard regression testing capabilities for a faster go-to-market. Business transformation expertise was necessary to perform a test maturity assessment and identify a roadmap for test transformation that involved overcoming challenges like:

- **Sequel eclipse:** It was essential to automate functional testing (policy administration testing automation) because the low scope of regression testing was impacting the client’s confidence to go live. Challenges also included a no regression test case pack due to ad hoc testing and heavy load on business users for testing, impacting business efficiency. There was a lack of evidence of test cases and their successes and failures.
- **Member services testing automation:** There was a high exposure to external data and complexity due to high volume data validation. The system lacked ETL testing, cross-browser testing, and robust regression test pack, and no security tests were in place.

- **Building life plans, marine rating, and Brexit testing, consulting, and support:** The client faced a complex marine rulebook and rating system, along with inefficiencies in checking rating tests during business-critical times. Inefficient defect tracking was a challenge due to multiple defect issues.



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Strategic Test Transformation with Scalable Automation Frameworks

Hexaware conducted a comprehensive 6-week assessment to design a robust testing strategy, implement a scalable testing capability, and define an optimized operating model along with a transformation roadmap. A Proof of Concept (PoC) was also executed to validate the recommended solutions, which included test design automation and test execution automation. Here’s how Hexaware delivered value:

Sequel Eclipse Transformation

Hexaware’s automated functional testing framework transformed the client’s processes by:

- Categorizing business lines into aviation, marine, and offshore for focused testing.
- Enhancing testing coverage to expand the scope of regression testing.
- Developing reusable regression test cases that could be executed on-demand, enabling automated regression testing to reduce time and costs.
- Covering critical functionalities such as risk placement (single and package coverage), endorsements, renewals, credit control, settlements, and claims as part of the test transformation process.

Extensive Member Services Testing

Hexaware delivered end-to-end testing solutions with the following highlights:

- Unified multi-channel test automation framework integrated across web and transaction processing systems, with SQL database validation for UI and data testing.
- Creation of 4 clubs: UK P&I, UK Defense, TT Club, and TMS.
- Security and access testing across 13 access roles.
- Conducted UI flow validation with 300 navigation flows.
- Executed 2000+ page validations and 579 data validation queries.
- Performed 44 ETL reconciliation tests to ensure data accuracy.
- Conducted cross-browser testing for Chrome and Internet Explorer to ensure compatibility.

BLP, Marine Rating, and Brexit Testing Solutions

Hexaware’s tailored solutions for BLP, marine rating, and Brexit testing addressed critical challenges:

- Designed test scenarios to verify the accuracy of implemented models in the rulebook.

- Executed 286 test scenarios, identifying 143 defects and ensuring they were logged and tracked efficiently.
- Detected model issues and collaborated with actuaries to implement updates.
- Created a structured test approach for Brexit-related projects.
- Delivered end-to-end User Acceptance Testing (UAT), collecting test artifacts and securing final sign-offs.
- Ensured comprehensive defect tracking and reported UAT status to key stakeholders across the UK and Europe.
- Developed reusable end-to-end test scenarios to streamline future testing efforts and ensure adaptability for future changes.

Benefits

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Accelerated Testing, Broader Coverage, and Long-Term Efficiency Gains

Hexaware's end-to-end test automation for the insurance sector delivered complete application coverage, significantly improving efficiency and accuracy. Additionally, the Document Classification Model, powered by ML/NLP, created new opportunities for applications such as verification of Form 5500, showcasing its versatility. Below are the key benefits across three challenge areas:

Sequel Eclipse

- Increased functional validation test cases from 84 to 193, ensuring broader coverage.
- Expanded configuration validations from 0 to 4700 validation checkpoints, improving accuracy.
- Developed 50+ navigation flows and 5000+ test cases for comprehensive testing.
- Enabled on-demand execution of automated regression test packs for two product releases, leveraging parallel execution on 2 virtual machines (VMs) to save time.
- Delivered HTML evidence-based test reports, including screenshots, test cases, and test data for transparency and traceability.

Member Services Testing

- Achieved a reduction in cost per test case execution and test execution time, optimizing resources.
- Enabled simultaneous GUI and data validation by integrating Hexaware's codeless testing tool with SQL database functionality.
- Reduced overall testing effort by automating the testing of large data volumes in less time.
- Increased regression test coverage and streamlined test processes for greater efficiency.
- Ensured consistent testing across applications through automated test cases.
- Provided evidence-based test reports with screenshots, enhancing visibility and accountability.

BLP, Marine Rating, and Brexit Testing

- Conducted knowledge transfer sessions for the offshore team on the Building Life Plan (BLP) line of business, the rulebook, and Sequel underwriting processes.
- Clarified end-to-end (E2E) testing scenarios through multiple brainstorming sessions, enabling the offshore team to handle testing autonomously.
- Integrated BLP testing into the offshore model, reducing reliance on contractors and delivering significant cost savings.
- Supported offshore teams with in-depth training on Sequel underwriting products and the rulebook, ensuring seamless knowledge transition.



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Scalable Test Automation for Insurance: A Blueprint for Digital-First QA

Hexaware’s end-to-end test automation solution helped the client achieve complete application coverage, increasing functional and configuration validation test cases. The client was equipped to reduce testing costs and time, enhance regression coverage, and enable simultaneous GUI and data validation. Knowledge transfer empowered offshore teams, reducing contractor dependency for BLP, marine rating, and Brexit testing.



About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at <https://www.hexaware.com>.

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