Aspire's AI-powered Test Automation framework helped UK-based **Insure Tech firm save 80% Testing efforts**

aspire SYSTEMS

attention. always.

Challenge:

The customer encountered many challenges while moving to a digital platform and ensuring the following:

- Seamless user experience

- Seamless integration with customer systems

- Limited timelines

- Maintain minimal cost

- High-quality and faster time to market

About the customer

The customer is an insurance and brokerage technology service provider. Their primary insurance platform is offered to customers in Sales as a Service model. They act as a middleman supporting more than 40% of the UK general insurance broker market to perform trade virtually on the open market. They focus on helping insurers and brokers to operate more businesses efficiently for the past 30 years. They engage in addressing the whole new set of market challenges and customer demands of the digital era.

The need

Their core insurance product was undergoing digital transformation to be in line with the company's goal to offer their insurance solution in a SaaS model for their customers. So, they were looking out for a testing expert who could help them rebuild and automate the legacy product for seamless user experience.

Solution:

- AI-powered Test Automation strategy using AFTA 4.0

- Complete ownership of end-to-end testing

The Challenges

They had to modernize their 20-year old legacy product and the migration process was highly challenging. The following are the challenges they faced during the digital transformation.

- No technical expertise to automate testing, performance, and API testing

- Multiple external service integrations requiring complex API testing

- Huge test data to be generated for every testing cycle

- Multiple system integrations that had to be validated

- Product had to be validated across multiple browsers and devices

- High defect leakage

Results:

- Improved time-to-market due to shortened cycle time

- Helped to launch stable, high-quality released within a short timeframe

- Reduced defect leakage to less than **1%**

- Smoke test automation reduced manual efforts by **75%**

- Saved more than **80%** testing efforts by performing crossbrowser testing in the cloud environment

- Saved up to **500 hours** in API testing using simple utilities

- Reusability of testing artifacts reduced the testing effort by **30%**

- Integrated UI and Web service testing enabled early identification of issues

Aspire's Solution

After analyzing the situation carefully, Aspire Systems performed a discovery and gap analysis to introduce industry best practices in the customer testing org and implemented the road map. We proposed the customer with our AI-powered next generation testing services which features Aspire's Framework for Test Automation (AFTA 4.0) to improve the testing efficiency end-to-end.

Process:

- QuickStart – Exploratory Testing, Mind maps, Domain SME

- Integrated Strategy focusing on functional and non-functional testing

- 'Follow the data' model to identify broken code

- Sprint+1 automation plan to enable robust automation scripts

Technology:

- Unified Automation Approach – Web UI, APIs

- CI/CD-enabled
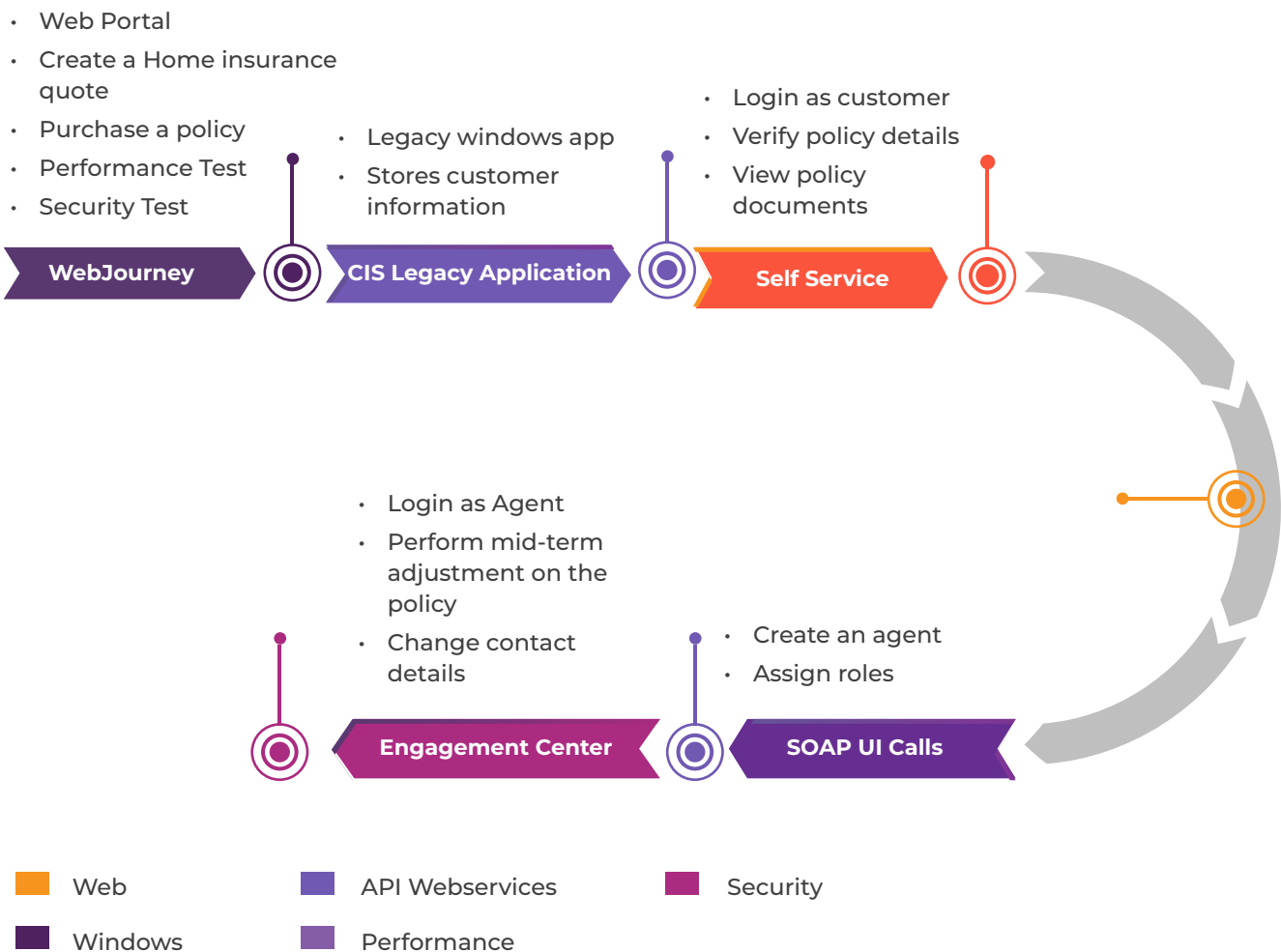
- Cloud-enabled

- Parallel Tests

People:

- Multi-skilled

- Domain experts

- Global Talent pool

As a part of the solution, we took the entire responsibility for the following:
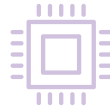
- Complete ownership on testing – functional and non-functional

- Focus on wholesome quality

- Complete requirements coverage

- Identified defects early in the SDLC that reduced the cost of quality

- Enabled features to be released faster 3 times as compared to earlier run-rate

- Changed to process orientation from people orientation

Complex flow across 3 web applications, 1 Windows desktop application and 1 webservice

- Web Portal
- Create a Home insurance quote
- Purchase a policy
- Performance Test
- Security Test

WebJourney

- Legacy windows app
- Stores customer information

CIS Legacy Application

- Login as customer
- Verify policy details
- View policy documents

Self Service

- Login as Agent
- Perform mid-term adjustment on the policy
- Change contact details

Engagement Center

- Create an agent
- Assign roles

SOAP UI Calls

- Web
- Windows
- API Webservices
- Performance
- Security

Technology Snapshot

» Unified Automation Approach – Web

» UI, APIs

» CI/CD-enabled

» Cloud-enabled

» Parallel Tests

Results and ROI

- Aspire delivered the Select UXP product suite as a SaaS platform which has given confidence to the customer to rely on the SaaS model as a key profitable business model for the future. They were able to achieve the following with our solution.

- Reduced testing cycle time to enable weekly releases

- Increased test coverage

- Reduced effort in running tests across multiple devices with the automated solution

- Overall savings of 40% of the testing cost

- Reduced 70% testing cycle time and delivered on time

- Defect leakage of less than 1% in production

- Saved 75% testing efforts by smoke testing for continuous deployments using test automation

- Saved 80% testing efforts by performing cross-browser testing over the cloud

- Saved 500 hours in API testing using simple utilities

Aspire Systems is a global technology services firm serving as a trusted technology partner for our customers. We work with some of the world's most innovative enterprises and independent software vendors, helping them leverage technology and outsourcing in our specific areas of expertise. Our core philosophy of "Attention. Always." communicates our belief in lavishing care and attention on our customer and employees.

For more info contact: info@aspiresys.com or visit **www.aspiresys.com**