



CASE STUDY —

Healthcare Giant Migrates From Legacy Systems To A Cloud-Based System And Develops A Customer Portal To Handle Claims And Group Insurance

THE CHALLENGE —

The client is a leading insurance company having served over 13.1 million people across America since 1957. They provide ancillary benefits solutions to organizations big & small by combining quality dental, vision, life and disability products. The company has been using legacy systems to handle their daily operations which resulted in a turnaround time of 24-48 hours to produce a single quote; hence the management has decided to migrate to a more automated solution that is slated to reduce the turnaround time between 1 to 2 hours.

The company had a team of around 50 non-technical members managing traditional testing of the vendor system that was nonproductive and caused delays.

The testing methods were outdated and did not match industry standards, the client sought clarity and more control over technical translation of their business requirements.

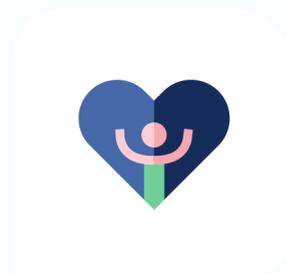
Group Life Insurance



Health Insurance



Family Insurance



Health Insurance Policy



CLIENT NEEDS —

The client intended to migrate to a cloud-based management system that was generically prototyped. Configuration took over 8 months and for a largely “nontechnical” team of 20+ folks, it wasn’t what you’d call ... friendly.

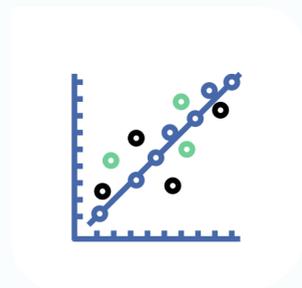
Tired of fighting this bloated system, the management roped in Previsé’s expertise to handle testing of the vendor application.

LIST OF NEEDS

1. User Acceptance Testing to ensure compliance with business requirements for 8 group insurance products
2. Regression Testing using automation scripts
3. Ability to automate all future testing
4. Testing of their customer portal



FUNCTIONAL



REGRESSION



EXPLORATORY



LOAD



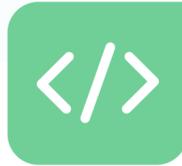
USABILITY

TESTING APPROACH —



01

Document &
Prioritise Automation
Test Cases



02

Test Scripting
Development



03

Test Suite Builds
Preparation



04

Build Execution
and Real-Time
Reporting



05

Test Results
Report Analysis



06

Automation
Test Metrics
Preparation



07

Test
automation
implemented

OUTCOMES —

Completed this project on time and under budget with exceptional reviews from the client.

QUICK WINS FOR PREVISE

1. Created custom testing framework
2. Saved 90% of client manpower
3. Implemented dual shore model
4. Automated testing for back end and front-end portals
5. Testing time reduced from 54 hours to 12 hours

“We are traditionally a healthcare insurance company, with no background in software development and testing which delayed our transition to the new management system; Previsе managed and executed the various testing cycles the system needed to go through and brought the project on track.”



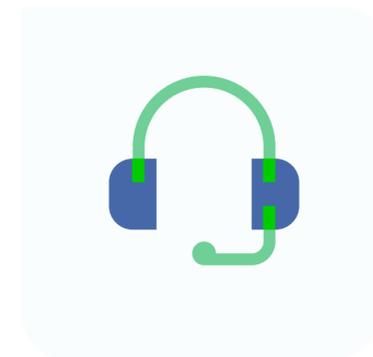
200+ Employees



**\$3 Billion Claims
Paid out Annually**



**13.1 Million
Insured Customers**



**76000 Customer
Service Calls**