



CLIENT NAME: MAJOR HEALTH CARE INSURANCE FIRM/PARTNER WITH INFOSYS

One of the world's largest investor-owned global health service companies with international operations in 30 countries and approximately 85 million global customer relationships. They provide health care coverage directly to individuals and through employers, affinity partners, brokers and consultants.

CHALLENGES:

The company's primary challenge was that they wanted to reduce the total cost of product testing without affecting quality of those products. To achieve this, they wanted a partner that would share risks and drive innovation. To transform their testing methods, approach and scope, the client required testing coverage across technologies, applications, and geographies, and a standardization of testing tools and processes. They also needed a proven quality assurance (QA) partner that could provide managed QA services

SOLUTIONS:

In addition to expanding the scope of our testing services, the client chose Akvarr as their preferred QA services partner with a mandate that included applications developed by other third party vendors. As part of the solution, we set up a global Testing Center of Excellence to cover their entire range of testing needs. The center utilized our extensive testing knowledge and resources to cover over 90 applications across the US, Europe, and India. Along with the client, we jointly defined parameters that helped classify requirements by complexity, and quantify them as work units.

RESULTS:

Our solution helped the client transform their testing environment and achieve significant cost reduction with savings of up to 12%. The client also saw improvements through standardization, automation, reusability, and the use of proven methods and tools. Some of the other measurable results the company noticed are as follows:

1. Positive returns on the overall testing spend with ROI-based testing using standardized test processes.
2. Established a one-stop-shop covering all testing needs including manual testing, automation, performance, and test consultancy.
3. Improved test effectiveness to over 99% by servicing over 200 application releases without any major production issues