



Insurance Testing Services Summary

Global organizations are undergoing a period of increased competition and significant micro and macro economic pressure. This is particularly prevalent in companies that provide insurance services, products or technology. As such, IT functions are striving to rationalize, integrate or innovate systems in order to achieve greater customer share. In support of this, AppLabs takes complete ownership of the quality management, governance and testing activities to help its insurance clients deliver a high quality solution to market in the most efficient way.

AppLabs' Insurance Services Practice has been providing world class testing solutions to clients in the insurance industry across multiple disciplines; including life, health and commercial over the last decade.

The successes have been built on the ability to deliver consistently high quality solutions based on a robust testing methodology and extensive domain knowledge and expertise.



The insurance industry is going through a period of significant and increasingly rapid change. There is deregulation of the market, leading to enhanced competition from new players and new products. In addition to this, there is the move to globalization, leading to opportunities in new markets.

The increase in merger and acquisition activity and the evolution into new business models are also making technology an integral and critical success factor for the insurance providers.

In order to support these fundamental changes, AppLabs has developed specialist testing services tailored specifically to the insurance market.

Insurance Services Practice

AppLabs has a dedicated Insurance Services Practice that is designed to address the changing needs of the industry and to meet business requirements of the insurance markets. AppLabs Insurance Services spread across the insurance value-chain, enhancing the quality of integration between the people, processes and technology.

With a focus on solutions, AppLabs has built a strong team, well-equipped with domain and technical expertise supported by a wide range of insurance offerings.

AppLabs Testing & QA Services for Insurance

The reliability and quality demands of solutions for the insurance industry are very high. As such, effective and efficient testing of these products has become an absolute necessity. AppLabs offers the following testing services for the insurance industry:

- ▶ Test Process Consulting
- ▶ Functional/Regression Testing
- ▶ Test Automation
- ▶ Performance Testing
- ▶ Security Testing

The services can be part of a total outsourced solution – as preferred by our clients – or as individual managed services to deliver specific value to the client's program of work.

Key Areas of Expertise

In order to ensure a consistently high standard of delivery, AppLabs has developed its insurance experience and expertise within the following classifications:

- Life Insurance
- Commercial Lines
- Reinsurance
- Claims Administration
- Agency Management
- Policy Administration
- Personal Lines
- Benefits Administration
- Risk Management Tools
- Healthcare (COBRA)
- Quotes
- Billing

Underpinning all these is a wealth of knowledge and expertise within the functional systems that support these. AppLabs has provided extensive testing solutions in the Lines of Business highlighted below and can therefore provide clients with an accelerated solution from the outset:

- Home
- Umbrella
- Inland Marine
- Garage
- Farm
- General Liability
- DMV
- Automobile
- Crime
- Property
- Truckers
- Workers Compensation
- Professional Liability
- Equine Mortality

Benefits

AppLabs helps its clients realize the benefits of their business initiatives by accelerating time to market, improving quality and providing solutions to their issues. Within the insurance market this approach has enabled us to deliver the following benefits to our clients:

- ▶ Meticulous planning and innovative practices performed by AppLabs helped reduce the cost of testing by 65% across 4 projects
- ▶ The time to complete each test cycle was reduced from 180 working days to 54 – a 70% reduction – representing a cost savings of around \$110,000 per test cycle
- ▶ Execution of automated testing resulting in an 80% reduction in the time taken to test each scenario, thus ensuring early identification of defects