

## Phased and structured implementation of automated application processing for a leading life insurance client

One of US's leading insurance companies needed support in implementing eApp application and forms generation on the iGo platform

Client faced challenges in quality of project application and monitoring performance metrics for project

ThincGlobalSoft supported the client as an extended team with its proven delivery models in testing and QA process

TGS through the partnership, delivered quality of systems and lowered incidents of failure post go live of project

To know more about how TGS can help you implement similar applications in your organization [contact us](#) today

### Client

A leading insurance company of more than 140 years and an extensive clientele wanted to implement an eApp application for electronic data captures and forms generation on the iGo platform for their life insurance products.

### Challenges

The client faced a number of challenges namely -

1. Untimely updation of requirements documents with changes made without prior notification
2. Unstable testing environment
3. Lack of well defined metrics to evaluate the testing progress
4. Low testing time since the project was implemented with agile methodology

### Our Approach

TGS was involved from the inception of the project from the requirements review phase to test closure and partnered with the client as an extended team. TGS was actively involved in requirement walkthroughs and defect review meetings despite working on an off-shore model.

TGS implemented the standard QA process for each activity to lower risks associated with testing and improve test coverage. Exit criteria for each testing phase were verified meticulously and our proven defect reporting mechanism was implemented to deliver testing metrics to the client on project progress.

### Benefits

Through TGS's innovation driven structured testing methodology, the client benefited from -

1. Lower risk of failure post go live
2. Implementation of best practices in QA process and broad testing coverage enhancing quality of systems
3. Delivering functional assurance existing legacy systems and integration with latest systems as necessary