

Customer Case Study

Large Insurer of Educational Institutions: Transformation Initiative Testing

Business Opportunity and Background

The company provides liability insurance and risk management services to nearly 1,300 members representing schools, colleges, and universities throughout the United States. Founded in 1987 as a risk retention group, it is owned and governed by the educational institutions it insures.

The company was undergoing modernization of its Policy, Account and Claims system for its General liability and Management liability lines of business. To address the challenges of quality assurance throughout this effort, the company sought an experienced team of external resources capable of immediate testing ramp-up and execution at a competitive cost. They engaged with Majesco Testing Services to provide independent testing services that would meet demanding requirements, including:

- Seamless integration of diverse testing teams and quality processes in multi-vendor model.
- Delivery of an automated solution that could be leveraged across multiple test environments and that was easy to deploy, use and upgrade.
- Ability to provide detailed test results for complex testing scenarios like accounting payments and claims financials to enable third party audits.
- A transparent operating model to provide clear visibility into the ongoing testing activities and the quality of the deliverables.
- An onsite team of testing experts with deep insurance domain knowledge.

Key Capabilities

The company needed to ensure quality of its implementation in order to achieve its objectives:



Create a single platform utilizing the latest technology for all core insurance applications (policy, billing, claims).



Achieve seamless migration of multiple lines of business to the new modern core system.



Eliminate technical debt caused by out of support legacy systems.

How They Did It:

Majesco worked closely with the company's team to develop and provide a complete suite of testing services. Majesco ensured testing development and execution within a framework of proper governance and management throughout all the phases of the application life cycle for agile functional testing, integration testing, business and accounting reports testing, test automation, performance testing, development and operations implementation and database migration testing. Specific accomplishments included:

- Test management, test strategizing, test design and execution and SharePoint testing.
- Database migration testing for transition from legacy to the new system, comprising 15 years of client data.
- Integration with Microsoft Great Plains for accounting testing.
- Automated deployment of the front end application, SQL and GhostDraft (Forms) using Jenkins (Power shell scripting) in development and operations model to align automated development build and continuous integration process.
- Integration of Selenium Regression suite with Jenkins and implementation of automated regression testing for claims, billing and policy administration system using Selenium and Majesco Insurance Test Automation Framework (iTAF).
- Support for performance testing across enterprise applications (policy, claims and billing).

Results



Successful launch of the next-gen business application for fiduciary, general and management liability portfolio valued at \$5 billion in premium.



Successful data migration testing of 20 years of business data for more than 52,000 policies representing \$2 billion in premium.



Automated regression testing for over 1.3 million transactions for policy, billing and claims that enabled rapid execution of testing life cycles, while meeting quality standards.

"I have worked with the Majesco Consulting team on multiple business critical initiatives. I found the team consistently demonstrates the unique balance of bringing strategic industry knowledge to the table, without losing focus on the ability to deliver! In terms of this large program in particular, Majesco Consulting's transformational framework was invaluable. Additionally, the team was flexible in their delivery method which was crucial in the success of this large business transformation."

— Sr. Vice President - IT

ABOUT MAJESCO?

Majesco (NASDAQ: MJCO) provides technology, expertise, and leadership that helps insurers modernize, innovate and connect to build the future of their business – and the future of insurance – at speed and scale. Our platforms connect people and businesses to insurance in ways that are innovative, hyper-relevant, compelling and personal. Over 190 insurance companies worldwide in P&C, L&A and Group Benefits are transforming their businesses by modernizing, optimizing or creating new business models with Majesco. Our market-leading solutions include CloudInsurer™ P&C Core Suite (Policy, Billing, Claims); CloudInsurer™ L&A and Group Core Suite (Policy, Billing, Claims); Digital1st Insurance™ with Digital1st eConnect™, Digital1st EcoExchange™ and Digital1st Platform™ – a cloud-native, microservices and open API platform; Distribution Management, Data and Analytics and an Enterprise Data Warehouse. For more details on Majesco, please visit www.majesco.com.