ESTABLISHING A TESTING CENTRE OF EXCELLENCE FOR A COMMERCIAL HEALTH BENEFITS COMPANY

Abstract

A large commercial health benefits company partnered with Infosys in setting up a testing centre to improve stability and availability of application. The program resulted in 99.98% test effectiveness and 100% schedule adherence.

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The Client

One of the largest commercial health benefits company in the United States, the client has a large network of best physicians, specialist and hospitals and offers services including dental coverage, life insurance and pharmacy benefits.

Business Need

The client sought Infosys's help in establishing a testing centre of excellence (COE). The operational challenges it was facing included ineffective testing, frequent changes in requirement, and an unstable systems integration test (SIT) environment with extended region downtime leading to prolonged testing cycle. Cumbersome defect logging, tracking and reporting processes and unavailability of centralized document repository were the other reasons which prompted the client for setting up the testing COE. The program aimed at providing a cost-effective and standardized independent validation methodology with focus on high reliability, availability and stability of applications. Infosys was also engaged to perform the system integration testing in the claims and membership area.

Infosys' Approach and Solution

Infosys deployed experienced testing professionals with deep domain experience to help the client establish the COE through implementation of test process life cycle methodology. The team created a centralized knowledge management repository and an accompanying comprehensive training kit, thus enabling effective knowledge transfer. Uniform testing standards were introduced with adequate documentation across projects. A downtime tracking process with proper support facility was established to cater to the testing procedures. Automation of regression cycle failed test cases, analysis and metrics-based tracking, and monitoring of test case effort ensured a cost-effective solution. In addition to this, rigorous review and testing procedures were performed to ensure higher quality of deliverables.

Business Value

Benefits to the client were:

- Achieved 99.98% test effectiveness rate and 100% schedule adherence.
- Infosys team trained the client associates and vendors in the domain and testing area along with creating a concise knowledge transfer kit to help in the testing procedures.
- Infosys team also trained the client associates in the process tools usage.
- Stability and availability of production systems was highly improved.
- Automation effort reduced the defect analysis time to 50%, greatly improving productivity.
- Created a pool of testing team members to help and assist any project in the claims platform of the client.

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