CASE STUDY

MULTI-STATE BLUE REDUCES PRODUCTION DEFECTS BY 30% THROUGH STREAMLINED APPLICATION TESTING
Our client is a multi-state blue franchisee that faced intense competition from national and hi-tech plans. To build resilience, they embarked on a modernization program to ensure faster product rollouts and better customer engagement.

Key Challenge

**A Scattered Process…**

The business team was engaged in multiple initiatives and had to invest a disproportionate amount of time in acceptance testing (UAT), diluting their focus from their primary roles. Even without its time-consuming nature, the business team found the testing process to be ad-hoc, siloed, manual and unable to cover the scenario end-to-end.

The Solution

**…Now Streamlined**

To align their UAT process, the client engaged Infosys as the UAT partner for marketing and underwriting portfolios. Infosys started by laying the foundation by identifying and baselining all testing artifacts in the existing UAT environment, including scenarios, templates, and checklists, ensuring that their output meets the desired quality standards.

**An Efficient Testing Approach**

- **Expert Collaboration**
  Cultivated individual subject matter experts (SMEs) by process area, leading to improved collaboration between IT and business teams and improving review effectiveness

- **Targeted Testing**
  Introduced risk-based testing, steering the test process towards identifying potential defects and saving the business team’s time and resources

- **Quality Output**
  Created a test suite of 6,000 TCs for marketing and underwriting portfolios, ensuring quality output

- **Automated Ease**
  Developed a universal automation solution by gaining deep subject matter expertise, tailoring the process to specific business scenarios, and optimizing TCs
Benefits

Testing at Ease
By partnering with Infosys, the multi-state blue was able to streamline the UAT process and offer several benefits:

- **Major Cost Savings**
  An average of $400K in annual cost avoidance through automation

- **Hands-Free Approach**
  100% automated regression suites, taking repetitive testing aspects off the business team's plate

- **Higher Quality Assurance**
  20–30% reduction in production defects leading to higher CSAT

- **Short Test Cycles**
  Overall 20–25% reduction in cycle time speeding up progress to production

With Infosys by their side, our client now has an automated and time-saving testing process, allowing their business team to focus on market competition and strategize towards higher business resilience.
Infosys Healthcare Practice

Infosys empowers healthcare organizations to streamline intricate ecosystems, uniting processes, data and core systems. By forging seamless connections across the value chain, we pave the way for harmonized healthcare journeys that enhance connectivity between members and patients, fine-tune operational costs and orchestrate speed-to-market.

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