birlasoft

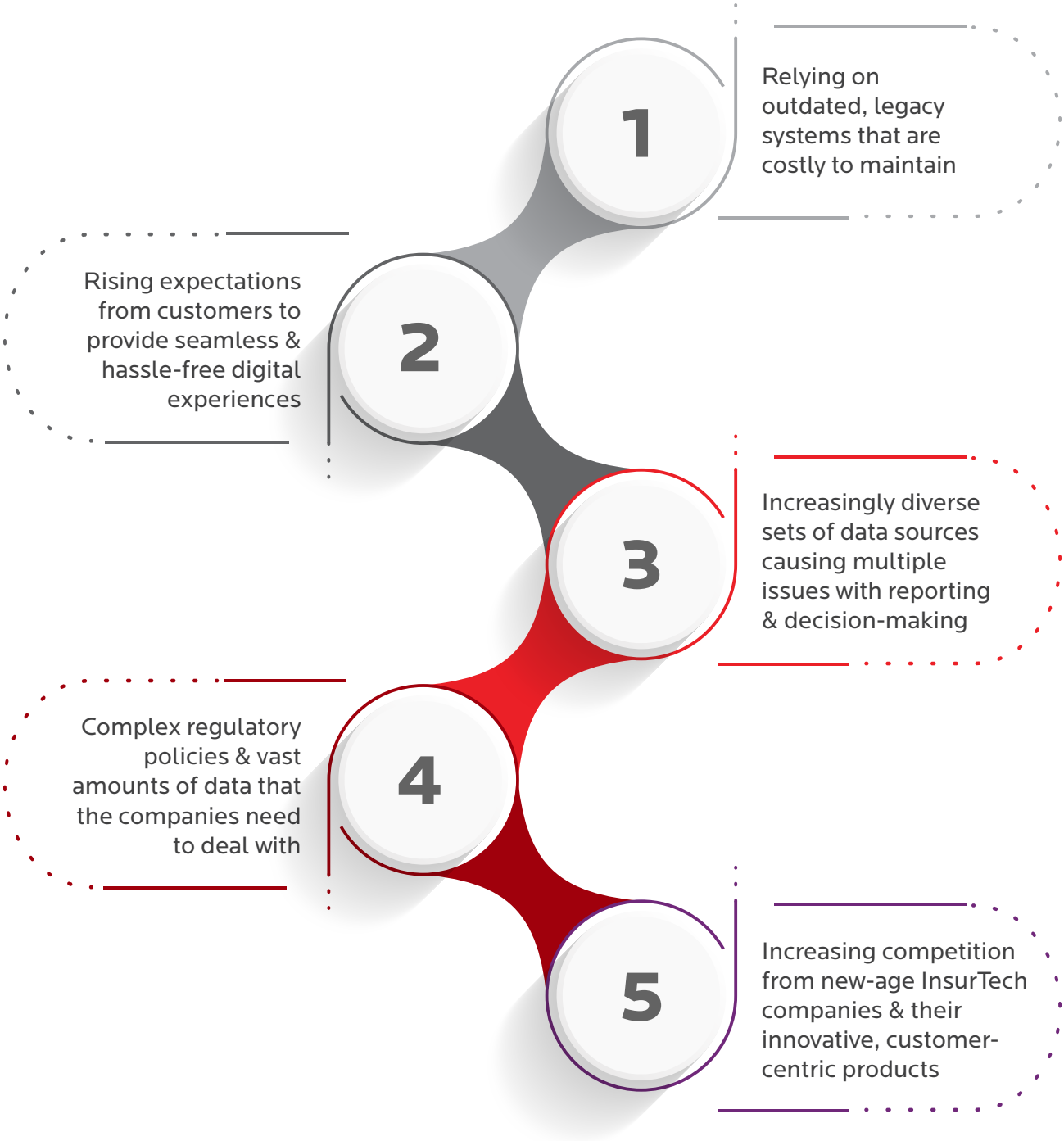
WHITEPAPER

Guidewire: Streamlining Insurance Operations



Introduction

The insurance industry faces various challenges every year while also potentially having multiple growth opportunities. They're faced with issues such as:



Current Problems with Guidewire Implementation

- A typical Guidewire implementation involves integration with multiple existing upstream & downstream systems which adds to the implementation & integration testing complexities
- A lot of times there are unique customizations to be implemented in the several different available Guidewire platforms such as ClaimCenter, PolicyCenter & BillingCenter which adds to the complexity of implementation
- Added complexity of implementation & ensuring data accuracy & consistency due to the vast number of current & legacy datasets involved
- Adhering to complex insurance regulations & compliances such as HIPAA or GDPR means added implementation & testing complexities to ensure data privacy & security
- A hassle-free, simplified & effective user experience is the need of the hour for insurance products. So, this implies more emphasis on testing procedures such as usability testing, accessibility testing & user acceptance testing. This is where having the right domain, functional & technical expertise is crucial

It is therefore of critical importance that these Guidewire implementations function accurately, have accurate & updated databases & have optimum test coverage for a defect-free system. Therefore, Guidewire testing solutions play a crucial role in ensuring business assurance, high-quality products for customers & timely releases for the enterprise.



Role & Importance of Testing in Guidewire Implementation

A comprehensive Guidewire testing strategy would typically involve various types of testing techniques such as unit & functional testing, integration testing, data migration testing, forms testing, end-to-end testing, automation testing, performance & security testing, shift-left testing, model-based testing, risk-based testing & so on. However, when it comes to testing Guidewire implementations, it becomes a little tricky & challenging due to a variety of reasons:

- Guidewire is not a single application whereas it has multiple discrete platforms such as BillingCenter, PolicyCenter & ClaimCenter, each having their unique customizations. Plus, changing insurance landscapes & regulatory changes means frequent changes. All of this leads to shorter release cycles for testers, sub-optimal test coverage & increased work pressure too

- The large volume of integrations that is involved while implementing Guidewire also poses problems for testing. Depending on the size of the business involved, the integration points can run anywhere from 50 to 200 or even more in certain cases. Testing all of those integration points can be tedious & challenging

- Many businesses have years & decades of legacy data involving markets, customers, regulations, laws, policies, etc. prominently used for fraud detection, underwriting, validation of claims, billing, policy making, etc. These vast, diverse & complex datasets are usually in a format that is not in line with Guidewire application needs. This implies that generation & management of test data is going to be very challenging for testing team

- Integrating with CI/CD pipelines is one of the key benefits of building & testing Guidewire solutions. However, these implementations usually happen at a large scale & it becomes difficult for testing team to build & execute test cases at scale, keeping in line with agile practices

- Often, Guidewire implementation changes, customizations, design & development efforts, etc. leads to shorter turnaround time for test automation development efforts & in turn leads to increase in test cycle times. Such situations also lead to partial automation test coverage.

What we do at Birlasoft

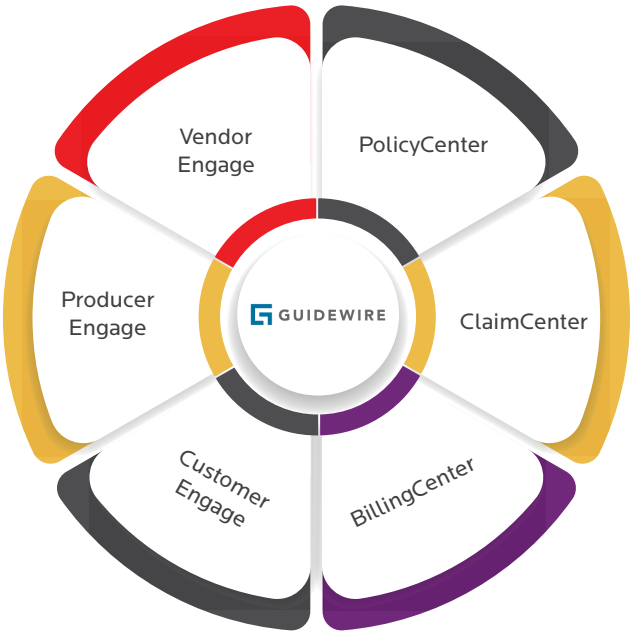
Guidewire Testing Capability at Birlasoft

Business Domain

- Personal & Commercial Motor
- Personal & Commercial Property
- Surety
- Marine
- General Liabilities
- Energy, Agriculture

Products

Advisory Led Testing Center of Excellence



Service Offerings

Advisory Led Testing Center of Excellence

- Managed Testing Services
- Test Transformation Initiatives

Consulting

- QA Process Assessment
- Test Strategy Definition Based on GW
- Surepath Standards
- Tools Optimization and Implementation of Guidewire Test Frameworks

Core Platform Implementation

- Functional Testing for Customized Modules
- Integration Testing (SAP, CoreLogic)
- Regression Testing for OOTB Functionalities
- End-End Testing of Entire Business Process
- Lifecycle Automation Across Testing Phase
- Data Migration Testing. Performance, Usability, Accessibility Testing

Upgrade / Maintenance Projects

- Automated Regression Testing for Existing Modules
- Functional Testing for New Features
- End-End Testing of Entire Business Process
- Performance Testing

100+ *Associates*

5+ *Active Accounts*

10+ Years of *Customer Relationship*

100+ *Projects Executed*

Tools

MICRO FOCUS · GenRocket · Jira · TRICENTIS Tosca · APACHE JMeter™

Birlasoft Testing Process Enablers

Jump Starter Kit
End to End Test Strategy, Test Design, Reporting Template

Reusable Assets
Knowledge Base of Business and Pre-built Tests Assets

GW QTF
Guidewire Assurance Maturity Framework

TruAut+ for GW
Test Automation Framework

TruPerf for GW
Performance Engineering Framework

Value Delivered

30% *Reduction in Testing Spend*

60% *Faster Regression Cycle*

>99% *Test Coverage*

>99% *Defect Removal Efficiency*

Conclusion

Given the challenges involved in implementing & testing Guidewire products & applications, it is the need of the hour to have comprehensive testing solutions to ensure reliability & performance of these products. Birlasoft's comprehensive testing solutions & managed service offerings help you to stay ahead of your competition with accelerated releases of high-quality products & insurance experiences for your valued customers

Empowered by Innovation

Birlasoft combines the power of domain, enterprise, and digital technologies to reimagine business processes for customers and their ecosystem. Its consultative and design thinking approach makes societies more productive by helping customers run businesses. As part of the multibillion-dollar diversified CK Birla Group, Birlasoft with its 12,500+ professionals, is committed to continuing the Group's 161 year heritage of building sustainable communities.

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RESOURCES

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