

Global insurance company

insurance

Fast facts:

Client: Global insurance company

Industry: Insurance

Capita Services: Acceptance testing (UAT/OAT)

Executive summary

A leading global insurance company, merging two separate organisational and legal entities, chose Capita to review and subsequently manage a User Acceptance Test (UAT) of its fixed end date, multi-million pound integration project. It chose Capita to undertake this complex project because of our proven track record in acceptance and IT related compliance testing to ensure business and FSA sign off and our reputation for delivering on time.

Challenges and goals

The combination of two separate businesses involved Claims, Finance and Operations departments. By merging business areas, change would impact all business users, processes and associated IT systems. Critical to the project's success was sufficient senior business user involvement and commitment to ensure project endorsement, with regulatory sign off a key milestone. An overriding project goal was the global insurance company's desire for certainty of outcome and to ensure the business requirements resulting from the merger would be met by the integrated IT systems.

Our approach

Capita commenced with a strategy review which resulted in a recommendation for co-ordinated management of the UAT process in order to realise efficiency gains, secure user involvement and optimise the entire process. Capita worked in partnership with the global insurance company to achieve critical user buy in from the outset.

Our process methodology, documentation and input into acceptance criteria advice for the multiple concurrent work streams were all adopted as fundamental building blocks. As IT development was undertaken in various global locations, timely communication of testing issues was essential to facilitate a smooth testing process. Capita was responsible for managing the communication of UAT issues to developers and ensuring timely retests.

Key to any end date driven project is an understanding of the wider issues impacting the project such as environment, resource and IT coupled with effective planning for such issues. We ensured risks were discussed and documented at an early stage so that a common understanding was reached.

The UAT process, managed by Capita, included coaching of business users, scoping and planning the UAT in a co-ordinated manner. Capita worked with the global insurance company to prepare and execute over 3000 tests with a team of more than 40 staff, communicating any issues to the global IT departments.



Results and benefits

Capita's expertise in independent quality assurance and testing advisory services mitigated significant risk and ensured the desired outcome was delivered on time. Ongoing and effective reporting of the project status meant senior client staff were appraised of progress with timely resolution of any issues. Full audit requirements were met with comprehensive testing evidence produced.

Capita's approach of using best practise in testing engagements delivered significant cost savings to the company with test issues identified early in the test cycle. This was made possible by testing individual components for the business areas prior to undertaking a full 'end-to-end' business process test cycle. Any issues with the software were rectified before a full 'end-to-end' test, increasing user confidence and ensuring certainty of usability in the delivered software.

Capita's advice to create a separate office in which staff were able to dedicate themselves to testing, improved communication and delivered real time and cost savings.

By adopting a systematic, business focussed approach to testing the Capita team were able to engage with the business users. Traceability metrics ensured the delivered system gained acceptance by meeting the business requirements of the integrated organisation.

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