



Case Study

A leading mortgage insurance company required an innovative quality assurance program that aligned with business initiatives of process improvement and reduced spending

Client:
A Mortgage Company

Industry:
Financial Services

Service Offering:
Component Services
- Application Services
- Quality Assurance & Testing
- QA Assessment



The Situation: A leading mortgage insurance company was engaged in an effort to implement a new and improved quality assurance program. This program coincided with an IT reorganization focused on aligning teams with business segments.

The Challenge: In the midst of organizational change and process improvement, the client still needed to maintain sharp focus on ensuring software releases remained on schedule. Therefore, both the assessment approach and its findings needed to account for the parallel initiatives and their impacts to resources. In addition, the client faced challenges with regard to defining the balance of skill sets necessary to test their highly complex systems that required a mix of subject matter expertise on the systems as well as core testing expertise.

The Response: TEKsystems®, a premier provider of technology staffing and services, responded through its QA & Testing Center of Excellence with its QA Assessment offering. Over a two-month period, one of TEKsystems' senior QA analysts, supported by an additional senior analyst and managed by TEKsystems' Office of QA, executed a multiple-step approach. TEKsystems started by reviewing the client's current QA practices and identified root causes for lengthy test cycles. TEKsystems provided recommendations to increase efficiency and optimize test coverage within time constraints. In addition, current roles and responsibilities were reviewed and recommendations for improvement were suggested. TEKsystems also assessed and identified opportunities for test automation and provided recommendations for the development and maintenance of a quality metrics program using the Mercury Test Suite. Lastly, TEKsystems reviewed and identified aspects of QA & Testing that may be outsourced off-site and/or off-shore in the future. The client's internal resources were interviewed and consulted throughout the process.

The Result: Because of TEKsystems' involvement with the project, the client was provided with a quality improvement roadmap which included increased efficiency and coverage of its QA & Testing process. TEKsystems also aligned the QA & Testing organization with the business goals of process improvement and reduced spending. As a result of the project, data collection and metrics reporting processes were improved for ongoing process improvements and improved estimations. TEKsystems also established a framework for a more efficient and effective test automation strategy for the client.