



## Case Study

Leading property and casualty insurance provider sought team of skilled IT professionals to assist with rebuild of their quality assurance and testing environments

**Client:**

Industry Leader in Property and Casualty Insurance

**Industry:**

Financial Services

**Service Offering:**

**Staffing Services**

- Applications Staffing Services



**The Situation:** A Fortune 100 company and worldwide leading provider of insurance and related financial services was looking for an experienced partner to rebuild their quality assurance and testing environments. As an industry leader in property and casualty insurance, the client was in the process of consolidating with a large affiliate and relied on the success of this project to further these consolidation efforts.

The client's mainframe environments were responsible for millions of transactions daily throughout multiple insurance product lines including their auto, home, and commercial insurance products. Within the scope of the project, the client's needs also required that the new QA environments support all of the legacy applications, across all of the client's locations. To further support the client's current and future growth, the project was focused on replicating the existing mainframe platforms for their largest property and casualty insurance applications.

**The Challenge:** The client, through consolidation initiatives, sought to build a large mainframe quality assurance and testing environment for their legacy applications at sites generally in the mid-west. The client chose to build these quality assurance and testing environments using their internal resources, as they felt their employees and subject matter experts had the most experience and greatest capability, knowledge, and understanding to build these platforms. The client solicited help from several Information Technology staffing firms to supplement their internal resources with knowledgeable professionals who would be able to execute the project along with the client's internal resources.

**The Response:** As a premier provider of technology staffing and services, TEKsystems® unique approach to the project and quality assurance services offered a more comprehensive service than pure staffing services. Since 2005, TEKsystems has recruited and assembled a Quality Assurance/Release Management project team at the client's Columbus site comprised of three mainframe test developers, four mainframe test analysts, and two mainframe developers.



As a leader in the IT industry, TEKsystems exceeded the capabilities of our competition by providing over 80% of the needed resources— a team of nine Technical Professionals with the specific skills and background to staff this project. Because TEKsystems consistently monitored the team, the client’s manager was able to apply her time and energy to managing project deadlines with the confidence that TEKsystems would address any personnel-related situations. This team ultimately assisted the client’s current resources throughout the successful completion of this project.

By the end of July 2006, the project team had developed an environment that was able to support Agent Gateway (P&C Agency Applications), Catalyst (P&C Commercial Applications) and several other projects. As a result of the success of this project, TEKsystems has developed a close alliance with the client for all current and future Quality Assurance engagements.

**The Result:** TEKsystems was able to ease the client’s initial concerns about locating the talent necessary to build these test environments. Our team was not only able to add value directly by successfully completing the build of this QA environment, but additionally added value through select consultants who joined the Quality Assurance Delivery Team’s long-term initiative to manage the new environment.

TEKsystems delivered services on time and on budget and the project has since been regarded as a model for future QA projects.