



Case Study

Leading insurance company sought assistance with QA testing activities from local resources across multiple U.S. locations

Client:
A Leading Insurance Company

Industry:
Insurance

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



The Situation: A leading Insurance company offers a wide range of products through company-sponsored programs and directly to individuals. The company is highly committed to quality and has invested in an effective Quality Assurance function that, within the group that handles individual business, operates within the Project Management Office (PMO).

The Challenge: The Quality Assurance function and PMO have established multiple on-site, off-site, near-shore, and off-shore strategies for sourcing Quality Assurance & Testing resources. A review of the effectiveness of the strategies revealed that the use of low cost near-shore and off-shore resources were not sufficiently responsive for certain types of highly-dynamic projects.

The company was seeking a firm that could improve the overall cost-effectiveness of testing activities through the use of lower-cost local resources at client software development centers in locations throughout the U.S.

The Response: As a premier provider of technology staffing and services, TEKsystems'® Quality Assurance & Testing practice proposed a service that featured the use of blended locally-sourced, experienced quality assurance professionals and entry-level testers. With over 1,200 IT recruiters working in over 90 offices, TEKsystems was able to commit with relative ease to finding highly-qualified local resources. Each QA staffing requirement would be reviewed and clarified and each candidate would be carefully screened by a field-experienced QA manager from the TEKsystems' Office of QA (OQA). The experience of the OQA managers allows for effective recruiting of entry-level resources which are screened for general technical capabilities and other factors and traits that are known to lead to success as a tester and fit into the client's organizational style.



The OQA managers further contribute to the success of entry-level resources under the TEKsystems QA model through an orientation and training program that covers general testing techniques as well as client procedures. This program enables new resources to be quickly productive

The Result: TEKsystems was initially engaged for a pilot system in Denver. The pilot resulted in demonstrated improvements of QA cost-effectiveness over off-shore alternatives and reduced release cycle times. Following the initial pilot, the program was rolled-out to other projects in Denver and other regions in the U.S.