Wipro's Actuarial Product Quality Assurance Services

Helping digital insurers choose quality over everything else
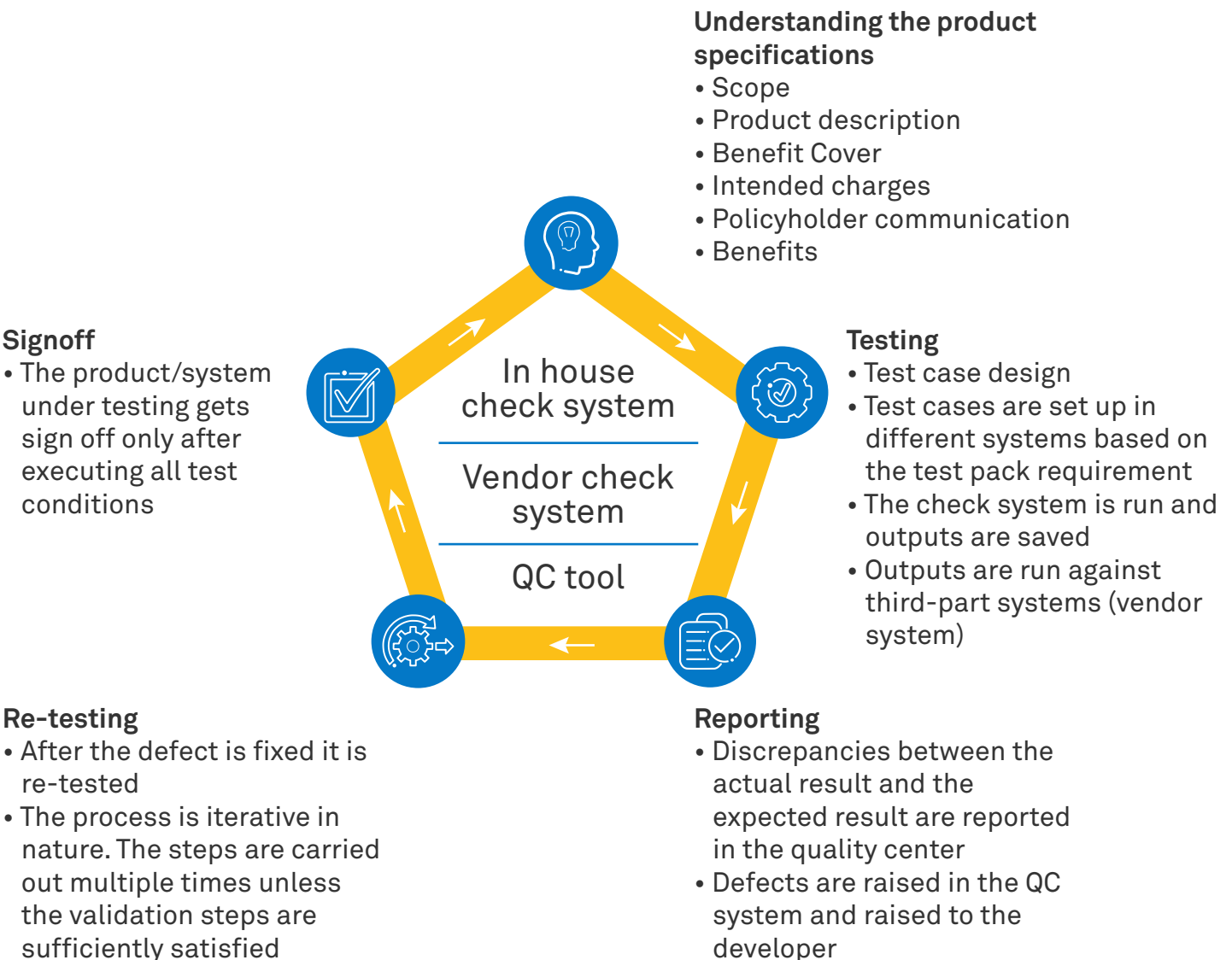
Introduction

Insurance companies nowadays focus on Agile Development and DevOps while embarking on their digital transformation journey. They must rethink how to operate in accordance with the cadence of development and product releases. Life Insurance Product Quality Assurance is a specialized field where core segment expertise is a must. Additionally, understanding customer behavior and choices is important to align with the right business strategy. Going digital is no more a choice, but a mandate and QA has emerged out as an enabler to smoothen and mobilize the digital process for insurers.

The Solution

To support the growing complexity of the systems and applications that underpin business, Insurance carriers need a robust testing framework to perform activities e.g. Premium calculation, Policy account value, Surrender charge, Net surrender value, Riders, policy alterations, Monthly deduction, Policy loans, Withdrawals, and Annual reports.

An overview of the Product Quality Assurance Cycle:

How does PQA work

Understanding the product specifications
- Scope
- Product description
- Benefit Cover
- Intended charges
- Policyholder communication
- Benefits

Signoff
- The product/system under testing gets sign off only after executing all test conditions

In house check system

Vendor check system

QC tool

Testing
- Test case design
- Test cases are set up in different systems based on the test pack requirement
- The check system is run and outputs are saved
- Outputs are run against third-part systems (vendor system)

Re-testing
- After the defect is fixed it is re-tested
- The process is iterative in nature. The steps are carried out multiple times unless the validation steps are sufficiently satisfied

Reporting
- Discrepancies between the actual result and the expected result are reported in the quality center
- Defects are raised in the QC system and raised to the developer

Benefits

At Wipro, we help you over the Quality Assurance Services for sustaining releases, while our core technical team enables migration to various Lines of Business. We can help

01 Deliver improved customer experience and gain competitive advantage.

02 Ensure your applications / systems run seamlessly by detecting error at the right time and minimizing any business impact.

Using dual shore model wherein our offshore and onsite team who have good blend of insurance domain expertise and QA testing will work together to provide seamless and quick product launch.

03 Implement unit testing, integration & system and regression testing activities.

We quickly adapt to your PAS and to any new changes. Activities where we can provide support include functional testing for all maintenance tasks and application migration, test case development, manual and automated test and regression suite execution, defect logging and report/matrix creation.

04 Leverage an end-to-end QA testing system using open source technology.

Using open source technology help in reducing cost effectively, reduce manual error and improve auditability

Accuracy   **End-to-End Support**   **Cost Reductions** (More Savings)   **More Accessible**

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For more information,
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