



Leading Global Insurer Enhances Processes and Moves Pension Business from Legacy Application

The client needed to ensure that its requirements and testing pipeline was unimpeded throughout the testing phase of a new automated pension benefit quoting system. NEOS identified, analyzed, and mitigated bottlenecks to ensure that project delivery was on time and met project objectives.

Company:

Leading global insurance company

Industry:

Financial Services & Insurance

Location:

Global

Challenge:

Implementation of a new pension benefit quoting system to automate the process for their underwriters and customers

Services / Solution:

NEOS Service

Results:

Analyzed and mitigated business requirements and testing bottlenecks, enhanced existing processes, removed the test preparation backlog, and delivered test cases with minimal ramp-up time

BUSINESS PROBLEM

The client was moving its pension business from a legacy application to an automated pension benefit quoting system. This system was entering a critical point in the testing phase when process and skill bottlenecks began to appear. These bottlenecks hindered the underwriting team's ability to create detailed test cases, conditions, and data and impeded the clarification of requirements and overall dialogue between the underwriters and the technical teams. Project deliverables were frequently delayed because the quality assurance team often lacked data integral to their work.

ACTION TAKEN

NEOS analyzed and mitigated the bottlenecks by partnering with the client's underwriting and quality assurance teams to help eliminate the test preparation backlog. By providing senior resources with the deep business knowledge necessary to communicate flawlessly with the underwriting team and translate into actionable information for the technical teams, time to ramp was minimized, and the impact to the business was felt immediately. NEOS not only supplemented underwriter deliverables but also created a repeatable process that increases throughput, while simultaneously undertaking a process flow analysis that alleviated the threat of backlogs throughout the remainder of the testing phase.

NEOS delivered:

- A repeatable process that allowed for quicker test case creation and easier review by the lead underwriter
- Daily huddles to facilitate quicker resolution of issues between the business and quality assurance teams
- A workflow for information sharing and signoff to and from the underwriters
- A SharePoint process between the quality assurance, development, and business teams for the retention and retrieval of all testing-related documentation
- Redefined reporting metrics that allow for a quicker, repeatable process
- Metric accuracy was enhanced and communicated so that project objectives, including automation percentages, were met

THE OUTCOME

With NEOS' assistance, the underwriting team's test case backlog was eliminated within the project plan's required timeframe, and the client's automated pension benefit quoting system implementation was able to be delivered on schedule.



**FINANCIAL SERVICES &
INSURANCE**



\$50B+ IN REVENUE



OPERATES IN 100+ COUNTRIES



**LEADING GLOBAL INSURANCE
PROVIDER (FORTUNE 500)**