

COMPREHENSIVE Q/A SERVICES



One of the world's leading life insurance institutions required a revamp of their Employee Engagement Platform (EEP), to expedite the onboarding process for insurance brokers and attract new clients. The company's EEP provided employees with access to sensitive financial information, insurance contracts, client databases, and sales pipelines needed for client acquisition and retention. The institution's decision to revamp the EEP was also driven largely by potential banking regulations that, if imposed, could lead to a loss of platform functionality. Several critical software issues were also identified, requiring resolution through a third-party QA service.

THE CHALLENGE

The company faced three major challenges:

1

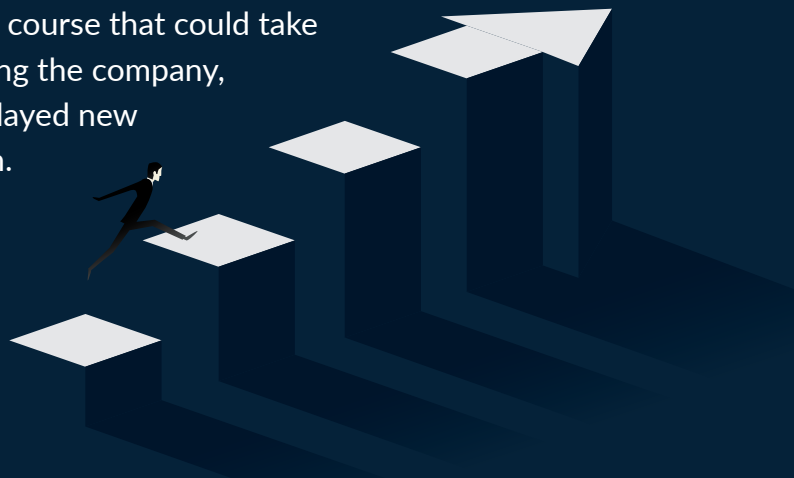
The institution had **multiple development teams working at once**, each with their own QA resources. This has historically proven to be an **inefficient model**, as it frequently leads to a decentralized management structure, an unstable working environment, and difficulties in facilitating or assigning QA services tasks.

2

In order to effectively utilize the EEP, **new insurance brokers were onboarded** through a training certification course that could take several months to complete. This hamstrung the company, as this overly **long process** significantly delayed new client prospecting, support and acquisition.

3

The company needed a **self-sufficient and effective platform for employees** to successfully perform their jobs and work collaboratively to meet critical sales and acquisition benchmarks.



OUR SOLUTION

Aditi submitted a proactive proposal for comprehensive QA services led by a **12-person team** with accreditations over several core project areas. These 12 professionals were grouped into **sub-teams, managed by an overarching director** that assigned each sub-team a specific testing area—including **Salesforce, Data Integration, API and Services, and Performance and Automation testing.**

In addition to integrating **agile/scrum methodologies** to work through a backlog of tests in 2-week sprints, the compartmentalized teams helped quickly scale QA initiatives. This ensured testing never fell behind development.



THE RESULT

The consolidation of separate QA groups under a single management structure was a critical step in creating an efficient work model. By deploying a comprehensive team of experts, **Aditi established a standard framework for cross-functional work that empowered development teams.**

Through this approach, the Aditi team helped **optimize the EEP's performance while significantly improving the onboarding process.** With a new process in place, new brokers could now be onboarded within two weeks, greatly improving client acquisition and time-to-revenue.

Furthermore, the Aditi team worked diligently to clear the backlog of tests, identify vulnerabilities and fix software bugs, which helped the company maintain and continually improve the platform over time—**providing a self-sustaining and autonomous platform moving forward.**



ADITI DELIVERS COMPREHENSIVE Q/A SERVICES

At Aditi our QA/Test Automation solutions aid organizations in implementing the necessary tools, talent and systems to improve software quality and increase client satisfaction. We deploy skilled teams that work collaboratively to ensure full-project coverage, offer routine benchmark assessments and provide development support. This approach largely mitigates process errors and refines case studies that expedite our clients' project timelines.

Want to learn more about our comprehensive Q/A services? Contact us today.

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