



2016 HPE Software Innovator Awards

Todd Soisson, TMNA Services, LLC (TMNAS)

TMNAS transforms agility, traceability across teams for enhanced services to group companies

Honorable Mention

Accelerate Next

Software

- HPE Application Lifecycle Management (ALM)
- HPE Performance Center/HPE LoadRunner
- HPE Unified Functional Testing (UFT)

High-level overview

Using HPE Software, TMNAS realized the following benefits:

- Achieves full-stack traceability of software development, leading to faster times to production, more-efficient use of IT resources and reduced cost
- Increases documentation and awareness around Change Management and Version Control
- Implements cross-functional status reporting (Development, Business Analyst, Quality Assurance groups)
- Improves agility and accessibility around Performance Testing for group companies
- Expands automated regression scripts by more than 30%
- Increases productivity by redirecting 2,200 hours of Quality Assurance (QA) staff time to higher-value tasks in 2015
- Achieves scalability to deliver consultative, collaborative IT Services to multiple group companies simultaneously

Company

Headquartered in Bala Cynwyd, Penn., TMNAS was established in 2012 as the shared services company for the Tokio Marine North America, Inc. group companies, which offer leading commercial insurance solutions including property and casualty, professional liability, workers' compensation, and employee benefits programs. With more than 400 employees, TMNAS provides value-added services spanning Legal, Internal Audit, Actuarial, IT, Facilities, Finance & Accounting, and Human Resources to all TMNA group companies in North America. It operates offices in Philadelphia, PA, New York City, NY, and Pasadena, CA.

Contact

Todd Soisson is Assistant Vice President of Quality Services at TMNAS.

Business goals

TMNAS aims to enhance efficiencies and scalability in order to improve its ability to deliver IT services to all TMNA group companies in North America.

Traditionally, TMNAS has administered Performance Testing for one group company at a time. However, there were potential roadblocks when schedules were unveiled for two group company system transformations going live at approximately the same time. TMNAS QA, Business Analyst (BA) and Developer groups each used different software to manage their work. Therefore, TMNAS lacked traceability across teams and changes to requirements did not always trickle down to the developers or the testers. Soisson's QA group championed the idea of using a single solution (HPE ALM) to bring traceability to the entire development stack. That way, changes would no longer happen in a vacuum and other teams could receive automated alerts when changes were made to anything that affected their work items.

HPE Software products implemented

- HPE Application Lifecycle Management (ALM)
- HPE Performance Center/HPE LoadRunner
- HPE Unified Functional Testing (UFT)

TMNAS was an existing HPE LoadRunner and HPE Quality Center (QC) customer. Working with its HPE Account Representative, TMNAS learned that upgrading HPE LoadRunner to HPE Performance Center gave unlimited controllers and scheduling flexibility, as opposed to purchasing additional LoadRunner controllers. TMNAS also upgraded all existing HPE QCs to HPE ALM, and purchased HPE ALM for Developers and Business Analysts as well as QA. HPE UFT was pre-existing, but TMNAS expanded those scripts in 2015.

Additional benefits

Upgrading to HPE Performance Center, TMNAS was able to design a cost effective process around multiple performance testing initiatives occurring simultaneously. This allows TMNAS to operate in a consultative and collaborative manner with its customers. Other benefits include:

- Ease of doing business: As all teams using the same tool means less maintenance for renewals and administration, with seamless integration
- Less training for new resources: Because HPE ALM is one of the most widely used solutions on the market, many resources come to TMNAS already having worked with these tools
- Increased productivity and connectivity: Enhances documentation and version control across teams
- Agile testing of homegrown and third-party insurance applications. Software TMNAS tests with both HPE UFT and HPE Performance Center includes:
 - Guidewire Billing Center
 - Guidewire Claim Center
 - Apps—homegrown system of record
 - PATH—homegrown account level information
 - Insurity Advantage—TMNAS's main Policy Admin System
 - OneShield—Bond admin system
 - Rapidsure—secondary Policy Admin System
 - PHLY.com—homegrown world-facing website



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