



HPE solutions help TMNA Services provide world-class shared services

TMNAS improves testing, streamlines quality management and accelerates new version

Objective

After rolling out a new policy administration system (PAS) on an aggressive timeline, complaints were common concerning slow performance of another core system. Better solutions for testing of core systems and recording and managing results were needed

Approach

Integrate HPE solutions including HPE Unified Functional Testing for functional and regression test automation; make automated testing more efficient and facilitate greater cooperation and collaboration among development, testing, and operations teams; incorporate HPE Quality Center as an integrated IT software quality management solution and include HPE LoadRunner for automated performance and test automation of system performance under load

IT Matters

- Using a freeware software testing tool produced less-than-stellar results for the quality services team
- After a one-month deployment, a pilot implementation of HPE UFT started producing results immediately

Business Matters

- Leveraged its original UFT proof of concept to turn a 40-hour manual task into an overnight unmanned task
- Saved over 1,500 hours of manual regression testing in 2014
- Greatly accelerated new software release times as a result of centralized and automated testing management and shorter regression times
- Transformed itself into a world-class shared services organization serving Tokio Marine North America, Inc. (TMNA) Group Companies



Headquartered in Bala Cynwyd, Pennsylvania, TMNA Services, LLC. (TMNAS) was established in 2012 as the shared services company for the Tokio Marine North America, Inc. group companies. With more than 400 employees, TMNAS provides value-added services spanning Legal, Internal Audit, Actuarial, IT, Facilities, Finance and Accounting, and Human Resources to all TMNA Group Companies in North America and has offices located in Philadelphia, Pennsylvania; New York City, New York; Pasadena, California and Honolulu, Hawaii.

Business goals

Shortly after being acquired by the Tokio Marine Group but prior to the creation of TMNAS, Philadelphia Insurance Companies was tasked with rolling out a new policy administration system (PAS) on an aggressive timeline. Soon after, it started encountering the typical problems of application development. “At the time,”

recalls Todd Soisson, Senior IT Manager of Quality Services at TMNAS, “we were using a freeware software testing tool for automated regression testing, and it just wasn’t cutting it. We were getting a new build every other day, and many new fixes were breaking older functions that had otherwise been working. Problem was, the freeware tool wasn’t catching everything and the scripts were difficult to maintain.” Not long afterward, they also began receiving complaints from agents in the field regarding the slow performance of another core system. Further complicating the matter was the fact that load testing case records, and associated metrics were being manually managed in spreadsheets. Clearly, the company needed more robust and efficient solutions for conducting regression tests, automated testing of its core systems and other applications for performance, and recording and managing the results of all of its testing activities.

Case study

TMNA Services, LLC

Industry

Insurance

Customer at a glance

Software

- HPE Unified Functional Testing (UFT)
- HPE Quality Center (QC)
- HPE LoadRunner

HPE solutions implemented

HPE Unified Functional Testing (UFT) provides functional and regression test automation for software applications and environments, making automated testing more efficient and facilitating greater cooperation and collaboration among development, testing, and operations teams. HPE Quality Center (QC) is an integrated IT software quality management solution that enables consistent QA procedures across the application lifecycle by allowing you to standardize load testing, monitor performance, and fix defects. HPE LoadRunner is an automated performance and test automation solution that provides you with an accurate picture of end-to-end system performance under load, enabling you to identify and resolve issues before an application goes live.

Results

Using a freeware software testing tool for automated regression testing was producing less-than-stellar results for the newly formed quality services team—and manual testing wasn't any more efficient, oftentimes requiring five days to complete per system. So Todd Soisson—who had considerable experience and success working with Hewlett Packard Enterprise (HPE) integrated software testing tools in the past—recommended HPE Unified Functional Testing (UFT) to his manager, and was given the green light to purchase a single license. Implementation took about a month, and started producing results immediately. “Once we had the first set of scripts up and running, one overnight run is all it took. My manager, the CIO—everyone just started feeling so much more relaxed knowing that when we came in the next morning, we'd have the results of our regression test waiting for us, and they'd be 100 percent accurate.” Early success with HPE UFT quickly paved the way for additional licenses and HPE tools. “Those early wins were huge in developing confidence in my team's abilities with tools.

With the added confidence seeing that these tools worked the way we envisioned, it led us into more UFT licenses and into additional HPE solutions like Quality Center and LoadRunner.” Today, TMNAS has 10 HPE UFT licenses, 90 HPE Quality Center (QC) licenses, and approximately 200 virtual users for HPE LoadRunner. “So basically,” he says, “we've gone from one or two licenses to needing software to track our licenses. And we're getting very good results, and people at the company here are recognizing the great results we're getting with the tools.” HPE Quality Center, he notes, has been especially helpful. “We were totally dependent on spreadsheets prior to buying HPE Quality Center—it was a ton of manual work opening every spreadsheet to compile metrics across our enterprise. QC took us to the next level—standard metrics are included and you can design whatever else you can imagine.” HPE LoadRunner, whose implementation time was comparable to UFT, has been so successful in helping Todd and his team test and ensure the performance of TMNAS core systems and other applications, that it's now an integral part of the company's standard operating procedure. “HPE LoadRunner makes it easy to benchmark the performance of your software, then rerun the same scripts after each deployment to make sure any deltas are acceptable—we've built an entire process around that and it's now an integral part of our quality center of excellence.”



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