Case Study

Implementing an Integrated Application Life Cycle Solution for Equity Red Star

Overview

Equity Red Star (ERS) have been providing insurance to businesses and personal customers for the past 60 years. As one of the largest personal lines syndicates at Lloyd's, Equity Red Star is widely recognised for its service delivery, technical expertise and underwriting excellence. With a broad based book that includes private car, household and personal accident insurance, Equity Red Star prides itself on delivering quality insurance solutions.

Technology Used

ALMComplete for complete application lifecycle management.

Business Challenges

Initially Equity Red Star were looking to take more control of their UAT process. This was a process that had typically been managed using Word and Excel documents. External companies and internal development teams deliver software to Equity Red Star. With flexible test team resources, from ever changing operational business units, this UAT process was becoming more and more difficult to manage. The challenge was to implement a common process across the business units (internal and external) that would help manage and track this UAT process.

Solution

Implementation and setup of an Application Life Cycle management tool which provides defect tracking, test management, requirements tracking and project management capabilities. Ultimately this solution not only gave Equity Red Star more control and traceability over their UAT, but also the entire project lifecycle.

► Set up of a support ticket portal, creating a controlled defect management process between the business, internal support teams and external development teams. With this ERS were able to provide a portal for operational business users to raise production system defects to dedicated support teams. By integrating this with ALM's escalation rule capabilities, defects could be raised with the appropriate support teams and effectively managed against internal service levels.

► Application Life Cycle release management capabilities deliver quick and accurate reporting on the status of releases to project managers and ERS clients. With the capability to link requirements, defects and tests back to a release, reports could be created quickly to highlight areas of concern and reduce risks.

EXECUTIVE SUMMARY

Challenge:
Take control of the UAT process and standardise on a development life cycle process that worked for multiple business units.

Solution:
Implement ALMComplete to provide defect tracking, test management, requirements traceability and project management.

Benefits:
- Greater control and visibility of internal and external software suppliers.

- Streamlined support ticketing system for end users coupled with powerful workflow management for support teams resolving issues.

- Capability to oversee and supervise resources which helped to increase quality and reduce project costs.

Solution (cont.)

► Utalising the test library and test set features improve the efficiency and management of the test process. With a single, version controlled, test repository it became possible for Equity Red Star to reap the benefits of pulling suites of tests together quickly and manage the regression test process with ease.

► Collaboration features delivered the ability to store, version control and manage key project documents. Again, having a single repository for document management during the project lifecycle ensured all team members were working from the latest versions of critical design documents.

Benefits

► Equity Red Star were able to take greater control over their development process. This was especially important for external suppliers delivering software solutions to Equity Red Star. Having external suppliers embrace the process ensured end to end process consistency.

► The support manager portal provides a simple user friendly interface for the business, who are invariably non technical users. However, the sophisticated functionality that sits behind this provided the support teams with the MI and methods to effectively manage defects through to resolution. This not only simplified the process for users, but provided the support teams with the information they needed. Ultimately this saved time and costs by speeding up the process of investigation through to successful implementation of the solution.

► The ability to track all aspects of the application lifecycle within one tool meant that Equity Red Star could produce release status reports quickly and easily throughout their projects. Ultimately this gave Equity Red Star the ability to maintain quality and consistency across the development and test process.

► The capability to supervise testing resources provided Equity Red Star with the insight and control to organize, plan and analyze all their testing. Coupled with this was the ability to track progress against project schedules. The test framework imposed within the Application Life Cycle tool meant Equity Red Star were implementing test management best practices with ease.

In short, all of this increased confidence that the business requirements had been addressed and tested. MI capabilities delivered the evidence to support this. By clearly addressing these concerns early in the project lifecycle meant the delivery of higher quality releases and reduced project costs.

For more information

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