

Seamless Software and Data Migration and Quality Assurance for a Leading Insurance Provider

ORGANIZATION

Our client, a leading property and casualty insurance provider ranked among the top 75 in the United States, has been a trusted name in the industry since 1894. Offering a wide range of personal and business insurance products—including home, auto, renters, umbrella, and specialty insurance—this company serves individuals and businesses with cutting-edge risk management solutions.

CHALLENGE

The client was undergoing a comprehensive system overhaul, migrating to an advanced version of their insurance software. The goal was to enhance the software's functionality, streamline access to policies, quotes, and claims, and create a more intuitive user experience through enhanced navigation, widgets, and dynamic dashboards. The project required rigorous testing across both web and mobile platforms to ensure seamless continuity from the legacy version to the upgraded system.

This business-critical application supports vital functions such as managing client policies, claims, and financial transactions. Any disruption could not only risk financial loss but also damage customer loyalty, especially if the rollout was slow or plagued by bugs.

Key testing considerations included:

- Comprehensive and timely testing aligned with continuous changes
- Cross-browser compatibility (Microsoft Edge, Safari, Google Chrome)
- Mobile optimization across various devices (iPad Pro, Surface Duo) to ensure UI consistency and flawless widget and dashboard displays
- Role-specific functionality for different user groups (Underwriters, Agents, Principals) with intricate security permissions
- Ensuring seamless data flow and business logic integrity between internal systems and third-party integrations (e.g., Liferay, Duck Creek)
- Flexibility in adapting to late-stage project involvement and working within established development timelines

TECHNICAL SOLUTION

XTIVIA deployed an agile approach within the Scrum framework, performing iterative testing with bi-weekly sprints. Our expert testing team conducted functional, integration, regression, and compatibility testing across multiple browsers and mobile devices. With a focus on user-centric design, we verified that the application's visual integrity remained intact across varied screen resolutions.

Despite joining the project at a late stage, XTIVIA's testing team ensured the legacy system's workflow was understood and maintained, with minimal access privileges. The team executed a range of critical tasks to guarantee seamless functionality:

- Identified complex dependencies across internal and third-party systems, ensuring accurate data flow and integrity
- Developed robust testing artifacts to ensure comprehensive coverage of all features and workflows
- Built and executed a regression test suite, ensuring that new functionality did not disrupt existing features
- Conducted extensive cross-platform testing to ensure compatibility with browsers and devices
- Provided proactive guidance to the development team and other stakeholders to optimize functionality
- Validated the production environment, ensuring deployment readiness and stability
- Created a deployment checklist and test scenarios for all modules, ensuring flawless go-live execution

BUSINESS RESULT

Through strategic and thorough testing, XTIVIA's team ensured the migration process was smooth, functional, and compatible with modern web and mobile platforms. Our efforts helped the client's new application achieve reliable performance, enhanced user satisfaction, and widespread adoption. The optimized testing processes enabled the application to meet high-quality standards, boosting user confidence and supporting long-term customer loyalty.

KEYWORDS

Application Integration, APIs, Liferay 7.3, Elastic Search, Azure Cognitive Search, Azure Functions, Azure WebJobs, ReactJS, TypeScript, Playwright, Postman, API Testing, Cross-Browser Testing, Mobile Optimization, Data Migration, Regression Testing, Functional Testing, Usability Testing, Security Testing, Agile Methodology

SOFTWARE

Azure DevOps, Playwright, VMware, VSTS, VS Code, Postman, Tomcat, MS SQL, Git Bash, Liferay 7.3, Elastic Search, Azure Cognitive Search, Azure Functions, ReactJS, TypeScript

ABOUT XTIVIA

At XTIVIA, we've provided IT solutions and consulting services for over 30 years. We offer a wide range of services, including technology assessments, IT service and asset management, software development, data analytics, cloud migration, DevSecOps, ERP, and enterprise content management. Our team of experts is dedicated to each discipline, ensuring that our clients receive the best possible service. We've partnered with industry leaders to bring our clients the latest solutions. Through strategic acquisitions, we've acquired talented people who are experts in their industries, passionate about what they do, and committed to providing exceptional service to our clients. Whether you need to improve your IT infrastructure or implement new software solutions, XTIVIA is here to help you achieve your business goals. Contact us today to learn more about our services. XTIVIA has offices in Colorado, New York, New Jersey, Texas, Virginia, and India. www.xtivia.com