

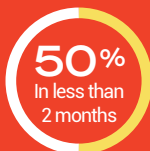


Insurance company automates regression suite in days to boost test coverage



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Percentage of regression tests automated



Execution time for automated tests



Time spent on automating new tests

Company

- Member-based insurance company
- Three business entities with separate brands.
- Each business entity has a website with self-service applications
- 600+ employees
- 350.000+ members

Requirement

Automated regression testing of the online user journey. Technology under test: Sitecore.

With three different brand websites and a combined traffic of more than a million visitors per year, testing the online user journey is of critical importance to this large insurance company that has been a LEAPWORK client since 2017.

Each of the insurance company's websites has a 'My account' section and an online shop for requesting policy quotes. One of the people responsible for testing that these applications work is Rob. He works as Tester in the Digital Solutions department of the business' IT organization. Digital Solutions develops and implements the company's customer-facing applications.



“With LEAPWORK, I have never had the feeling that something wasn’t doable. Whatever the goal is, I’m always able to find a way there.”

Lowering the barrier to automation

Previously, testing all the functionalities of the online self-service applications was a completely manual job for Rob. An example of a test case could be to add a specific insurance policy to the shopping cart and then proceeding to checkout. Every single test that had to be run, Rob had to write and manage manually.

This process was incredibly repetitive. With weekly releases bringing changes to the applications, Rob had to go through all his approximately 20 cases manually with each release.

“This approach just wasn’t agile,” said Rob who realized there was a need for reducing the amount of repetitive work. The LEAPWORK Automation Platform was the only tool he had met that offered an easy way to get started with automated testing.

“For me, as a non-programmer, who don’t necessarily know the details of the technology underlying the website I’m testing, LEAPWORK is just great,” Rob said.

“It took me half an hour to understand the basics of LEAPWORK. It’s brilliant. Besides that, when needed, I got help from LEAPWORK’s great support team.”

Within 14 days of purchase, Rob was ready to begin building his test cases, and within two months, half of his regression tests were automated. The other half was intentionally left to manual testing.

Extended quality assurance

For every weekly release, Rob can now run his automated test cases with a single click. A complete run of all cases takes approximately 25 minutes. When new cases are added to the regression suite, for example when new functionalities are introduced, it usually takes him a couple of hours to automate the new tests with LEAPWORK.

* This customer story is based on a real-life case, but names have either been changed or left out due to confidentiality.

The simple execution of the automated tests does not only happen at the testing stage of the weekly releases. The Digital Solutions team relies on LEAPWORK to run the automated regression suite across the release pipeline, that is, in pre-production and production environments as well. This perfectly supports the company’s agile approach to application development.

By implementing automated testing with LEAPWORK, Rob and his colleagues have freed up manual resources to extend the coverage of their application testing.

“We now have the time to test nooks and corners that weren’t prioritized previously,” Rob said.

For example, the insurance company has an extranet for members with several self-service functionalities. When relying solely on manual testing, it was simply not possible to test these as thoroughly as their main web applications.

Reliable automation

Rob has found that the need for maintenance of his automated test cases is kept to an absolute minimum. He does check in on his cases in LEAPWORK a couple times each week, but this is mostly to further optimize the flows. Figuring things out on his own and tinkering with the automated tests to continuously find ways to work even smarter, have been of great advantage to Rob and the team.

Summary

With the LEAPWORK Automation Platform, the Digital Solutions team at the insurance company has achieved the following:

- Approximately 50% of their regression tests have been automated in two months.
- The automated tests are executed at three different stages of each weekly release, which is ideal for their approach to agile development.
- A single run of the complete suite of regression tests takes less than 25 minutes.
- Their testing now covers applications which were previously not prioritized.
- Automating additional tests is done in a few hours.
- Maintenance and optimization of test flows is kept to approximately 5 hours a week.