



Insurance software provider fully automates UI testing



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For us, LEAPWORK is the number one choice for automated UI testing.



8 hours of test execution reduced to 20 min.



Critical tests run once every 24 hours



First test case built in less than 5 min.

Company

- Voogd & Voogd
- Insurance software and services
- Connects 1,700 insurance brokers with leading insurers
- More than 250 employees

Requirement

Automated UI testing of a web-based back-office application with more than 10,000 daily users

Voogd & Voogd serves as the back-office to the Dutch insurance industry. They provide services that work as the link between consumers and major insurers. The company were looking for a tool to automate the extensive testing of their business applications, and they found the perfect match.

“We are building the insurance software of the future,” said Maarten Hersbach, Test Engineer at the company’s Innovation Lab.

The Innovation Lab has developed a web-based catalogue of policies from all major insurers in the Netherlands. This is for the small and medium-sized brokers to consult when looking for the best policy offers for their clients.

Approximately 1,700 insurance companies use this application, each of which has between 5 and 20 employees, meaning that at least 10,000 users rely on this application in their daily work.



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Product testing as a long list of checks

Making sure that the business-critical application worked as intended was previously a manual task for Maarten. He had created a long checklist of flows and features to be tested that he had to run through for each version release.

A complete manual run of the tests in a single web browser would take Maarten four hours, and as a minimum, the application had to be tested in two browsers, requiring a full day of work for testing a single release.

As the application grew, so did the amount of regression testing needed.

“Testing simply took too much time, and in the end, it affected the product,” Maarten said. “After six hours of repetitive work, you simply cannot guarantee quality.”

When manual testing was no longer feasible, Maarten was given green light to look for a test automation tool. During his research, Maarten explored and tried out eight different tools.

“It took me just half an hour with some of the tools to realize ‘Nope, this is not the one,’” said Maarten who was looking specifically for a test automation tool that would require no or little coding.

“I’m not a programmer, and most automation tools require you to code,” Maarten said.

In the end, LEAPWORK was the only product that came with both user-friendliness and a reasonable price structure. LEAPWORK made test automation very approachable for the team at Voogd & Voogd: From designing test flows by connecting and configuring building blocks to re-using parts of a flow as custom blocks.

“LEAPWORK was the only tool that met all of our requirements,” Maarten said. “It took me five minutes to build my very first automated test case, and that’s a case I’m still using to this day.”

Today, Maarten’s testing checklist is fully automated. This includes critical flows like creating a new customer in the system, adding an insurance policy to that customer, and then activating the policy.

Compared to spending a full day for a single execution of all test cases, running the tests with the LEAPWORK Automation Platform takes Maarten just 20 minutes – and that includes running them in multiple browsers.

Time needed for maintenance of the flows are kept to just a few hours per week.

Improved customer experience

Perhaps more importantly, Maarten and the team are experiencing a direct impact on customer satisfaction.

“Previously, we would sometimes receive complaints from customers because a new release had broken some existing feature,” Maarten said.

Now, that the regression testing is fully automated, the quality assurance of the product has significantly improved. Maarten has scheduled the most critical tests to run automatically every 24 hours, so that he can spend his time better during development sprints.

“I’m no longer held back by regression testing, and I can focus on building new flows and testing more new functionalities,” he said.

Testing the web-based back-office application is not the only part of the Voogd & Voogd business that has been automated. In a different software branch at the company, some of Maarten’s colleagues have used LEAPWORK for desktop automation. Specifically, they have built automation flows for looking up, editing, and maintaining insurance policies in a desktop application.

The Innovation Lab team has also developed a consumer-facing mobile application, and Maarten is looking forward to taking advantage of LEAPWORK’s mobile app capabilities for automating these testing requirements as well.

“For us, LEAPWORK is the number one choice for automated UI testing,” Maarten said.

Summary

The Innovation Lab at insurance software provider Voogd & Voogd have fully automated the testing of a business-to-business back-office application.

- After researching eight different automation tools, LEAPWORK was chosen due to its user-friendliness and reasonable pricing.
- Using LEAPWORK, the automated regression testing is now an integrated part of the software branch’s continuous delivery pipeline, and the most critical test flows are scheduled to run every 24 hours.
- This has resulted in better quality assurance and has improved customers’ experience of the product.