Great
Place
To
Work®

Certified
2023
Costa Rica
™

CASE STUDY

CSE
INSURANCE GROUP

Empowering CSE Insurance Group's Digital
Evolution for Extensive Insurance Market Reach

THE CHALLENGE

In a fast-paced business environment that requires in-depth, specialized knowledge and harmonious collaboration between teams across countries, how do you ensure that the products you deliver are of the utmost quality? CSE Insurance Group, an insurance company, based in San Francisco, came to us with a simple yet complex problem: they needed to extend their development team in order to ensure that they would deliver the products in their roadmap on time. The main challenge they were facing was that they weren't looking for a standard vendor/buyer relationship - they were looking for a true partner. With insurance being a highly complex field, CSE needed a development team with not just technical skills, but also specialized insurance skills that were able to execute to their unique requirements.

THE SOLUTION

Specialized Knowledge Building

All our customer stories begin with understanding each clients' unique requirements. CSE needed to form a strong bond with a highly-skilled team passionate about quality. Once the teams met each other, we set out to learn the language of CSE's complex insurance policy management software. Our team got immersed in the world of insurance and adapted to cater to our new client's specific requirements.

QA Training

We instructed the new developers and QA members of the team in the Agile Software Development Life Cycle, which, at its core, required them to have a flexible approach that catered to the client's needs. For the established team, we maintained a standard of continuous learning. Across the entire team, we reinforced their skills to interact with the other teams in the company, such as Development, Business, Business Intelligence, Business Analysts, and Infrastructure.

Tools Setup

We implemented alternative tools and processes to provide accurate coverage of the manual testing scenarios, for example, SoapUI, Mobile, Database Engine, Logs Analysis, and Model Beans Management.

THE SOLUTIONS

Process Streamlining

We standardized the process in the team based on the Agile Software Development Life Cycle in order to improve the flow and item management. This was across bug reports, requirement clarification, blocked test cases, and their respective failure/acceptance. In this phase, we also defined, researched, and documented all the Automation processes.bIn improving these, we prepared new flow diagrams for all the assignments, tools, tasks, and actions required in the team. We also created Automation Management documents in regards to installation, training, and user manuals.

Tests & Reports

We introduced new metrics and reports for Automated Regression and Automated Smoke Tests. We created new error logs and traceability documents regarding the issues in the Automated scripts and the corresponding troubleshooting fixes. We also updated an obsolete dependency tool to run the Automated tests to a new technology to improve the performance and the maintenance of the automated project. We've also added new suites of Automated scripts to enhance the coverage of the regression testing, while also improving their delivery time through good Agile practices.

Team Alignment

We established the best way of working together, involving daily standups and other Agile best practices. Our team being located in Costa Rica came with its benefits: the cost was significantly lower, and there were no issues with timezone or cultural differences. Our cultural values aligned with CSE's philosophy of fairness, integrity, and exceptional service, making our collaboration fulfilling on all levels.

THE RESULTS

As the FusionHit team gained the required knowledge of the insurance world and established Agile best practices, we delivered the products that CSE needed on time and budget. Right now, the team has grown from 3 people to 8, including developers, QAs, and Infrastructure engineers, and it's expected to grow even more during the next year.

During our partnership, we have been able to build and maintain a stable team (we've been working with CSE for four years without staff changes), which made our team feel like an extension of theirs rather than a separate entity. Our delivery model enabled CSE to reach their product delivery deadlines without burning a hole in their budget, and create a trusted and reliable team skilled in their particular field that they can always reach out to for future projects.

CSE Insurance Group, an insurance company, based in San Francisco, came to us with a simple yet complex problem: they needed to extend their development team in order to ensure that they would deliver the products in their roadmap on time.

Contact Us

Phone: +1 760 884-3886

Email: hello@fusionhit.com

Website: www.fusionhit.com

REVIEWED ON

Clutch ★★★★★
7 Reviews