# Workday Testing for a Leading International Insurance Company

## Client Overview

The client is a leading US-based international insurance organization serving customers in more than 130 countries. They are the leading providers of life insurance and retirement services in United States.

## The Need

- Workday implementation across the globe for 130 countries required a comprehensive, end-to-end testing solution as each country had its own legacy system and integration with third-party payroll vendors.
- In line with the business objective, all legacy systems across different countries had to be integrated under a single umbrella with minimal customization for their local set up. The integration had to also take into consideration future implementations, which will include integration of many third party applications, when the number of countries increases.
- Source data from third-party application was processed in Workday and sent to another third-party system for further processing. Therefore both, upstream and downstream data processing had to be considered in the implementation.

- A robust testing solution with a staggered approach was needed for regression testing of release cycles /updates and new implementations in various countries.

## Value Delivered

**Quantitative Benefits**

- 80% reduction in effort in running the regression cycle
- 25% reduction in automation test script preparation

## Business Assurance

- One-stop shop for all testing requirements; functional, automation, performance, SOA, and management
- Enhanced Test Coverage through standardized process
- Metrics framework was defined to enable effective and efficient governance
- Performance gains through rigorous testing and application fine-tuning

## The Solution

- Created end-to-end Test Scenarios that span applications for testing both upstream and downstream functional flow.
- Created critical test scenario repository for all bolt-on modules.
- All standard business processes were covered as a part of Global Functional Test Suite that is leveraged during rollout testing across multiple countries.
- Implemented EDDF [Early Defect Deduction Framework] by involving Testing Domain Experts right from Design Phase for effectively identifying upstream and downstream impact analysis.. Developed and executed test cases for functional, regression and end-to-end business testing.
- Ensured complete test coverage through early involvement of the testing team.
- Created comprehensive Regression Suite leveraged for:
- Workday updates
- New enhancements
- Created Workday Test Automation Framework on HP-UFT platform with reusable components for enhanced test automation productivity.

## Operational Efficiency

- Automation tool optimization using Hexaware ONE Adapter helped reduce the tools license cost
- Effective usage of various tools across projects
- Optimized resource utilization - Testing as a centralized function enabled leverage of resources between projects
- Reusable artifacts, knowledge assets and processes helped to improve team productivity

## About Hexaware

Hexaware is the fastest growing next-generation provider of IT, BPO and consulting services. Our focus lies on taking a leadership position in helping our clients attain customer intimacy as their competitive advantage. Our digital offerings have helped our clients achieve operational excellence and customer delight by 'Powering Man Machine Collaboration.' We are now on a journey of metamorphosing the experiences of our customer's customers by leveraging our industry-leading delivery and execution model, built around the strategy— 'Automate Everything, Cloudify Everything, Transform Customer Experiences.' We serve customers in Banking, Financial Services, Capital Markets, Healthcare, Insurance, Manufacturing, Retail, Education, Telecom, Professional Services (Tax, Audit, Accounting and Legal), Travel, Transportation and Logistics. We deliver highly evolved services in Rapid Application prototyping, development and deployment; Build, Migrate and Run cloud solutions; Automation-based Application support; Enterprise Solutions for digitizing the back-office; Customer Experience Transformation; Business Intelligence & Analytics; Digital Assurance (Testing); Infrastructure Management Services; and Business Process Services. Hexaware services customers in over two dozen languages, from every major time zone and every major regulatory zone. Our goal is to be the first IT services company in the world to have a 50% digital workforce.

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