

Kforce Global Solutions

Case Study

HP Quality Center™

Business Challenge

A large insurance broker required assistance with Quality Assurance across a wide variety of projects. The client was faced with a lack of resources and needed to augment their teams with resources that could get up to speed quickly, work independently, and utilize their QA tool, HP Quality Center™.

Kforce Global Solution

As a valued partner to this client, Global was tasked with supplying experienced Quality Assurance experts in teams to address multiple projects. Global's QA practice was uniquely prepared to address this need through our understanding of client operations and our deep QA skills and knowledge, including HP Quality Center™.

Under a capacity project model, Kforce formed dedicated teams in Manila that handled the support and maintenance of a group of applications with "like" technologies. The Manila QA team performed planning, development, and execution of QA test scripts to validate newly developed systems, enhancements, and fixes.

Results

Leveraging our service models and our strong bench of qualified resources, Global was able to rapidly form teams to assist the client with Quality Assurance across a wide variety of projects. Global supplied resources with deep skills not only in QA, but specifically in HP Quality Center™ (originally from Mercury Interactive®).

This tool was used for tracking the progress by storing details about the requirements to be tested, the test plan, test cases, results of test runs and issues arising from testing. All issues and problems relating to each project were recorded and tracked from identification through resolution using Quality Center Defect Manager™.

Some of the projects for which these teams provided QA services are as follows:

- Development of a Sales Opportunity Tracking application that allows insurance associates to enter data regarding prospects and opportunities online. The application helps ensure information is gathered, stored, and shared in a consistent manner.
- Development of a web-based application that supports construction insurance by automating construction wrap-up processes to keep track of insurance policies and rates for construction projects and claims data related to projects. The application also maintains a central database of contractors and subcontractors involved in the project to track worker's compensation coverage by state.
- Development of a servicing system used by Broker Offices, Client Services and the Finance Department to provide full cycle business processing covering all aspects of the reinsurance business, including company management, marketing, prospecting, placing, binding, technical accounting (billing), claims, LOC and settlements.

Environment

HP Quality Center™, Microsoft® .NET, VB6™



For more information: www.kforceglobal.com

INDUSTRIES SERVED

- Financial Services
- Insurance
- Healthcare
- IT Products/Services
- Manufacturing
- Pharmaceutical

GLOBAL CAPABILITIES

- Application Development and Support
- Legacy Application Support
- Quality Assurance
- Web Development
- Infrastructure Support and Service Desk
- Business Process Management
- Staff Augmentation

ISO 27001:2005 Certified