

# Sapiens Acceptance Testing Services

Crucial for Digital Transformation



## Key Component for Achieving Your Goals

Different insurers have different goals. Some emphasize providing a truly unique customer experience. Others wish to digitally transform, so they can benefit from automatic processes and cutting-edge insurtech. Regardless of the specific goal, insurers can't execute on their business strategies without powerful software systems, and those systems are reliant upon dependable acceptance testing services.

## Introducing Sapiens Acceptance Testing Services

Sapiens acceptance testing services comprise a full suite of quality assurance (QA) services that offer great flexibility to insurers. The range of offerings include: system integration testing (SIT), user acceptance testing (UAT), data migration (DM) testing, non-functional testing, operational acceptance testing (OAT) and full quality assurance consulting.

Insurers benefit from Sapiens' core insurance system expertise, along with a professional QA force that knows how to leverage and integrate the insurer's own business knowledge.

### Focus on User Journey and Business Processes

Sapiens has designed state-of-the-art acceptance testing services methodology to help our customers during this important stage. This methodology – which is based on Sapiens' extensive knowledge of daily insurance system user journeys, artifacts, tools and infrastructure – focuses on capturing the true essence of acceptance testing and offers real business value. Sapiens acceptance testing services' framework fundamentals are built to achieve this and more.

Our focus is to understand a user's journey as it is powered by a core insurance platform on a day-to-day-basis, and map this journey to insurance business processes.

## Business Benefits

Sapiens acceptance testing services offer insurers a wealth of business benefits.

### The Transformation Key

Sapiens acceptance testing services offer migration-data integrity checks to ensure migrated data arrives intact from the legacy system to the new core system, without interruption or data quality hassles. **This is crucial for digital transformation!**

Sapiens' QA team works closely with the data migration team and maintains a standard checklist of verifiable data quality gates that offer confidence to users and customers. Our validation scope includes, but is not limited to:

- Business-driven migration testing that focuses on validating and verifying business data and outcomes between the legacy and core systems, as part of user scenario transactions
- Selection of key data-intensive batch jobs that will be executed with the same data set in the legacy and new core system, to verify and compare outcomes
- Usage of migration data in new core system to perform typical policy servicing transactions, claims notification/processing or payments processing, to ensure that the migrated data is operable without errors

# Sapiens Acceptance Testing Services

## Comprehensive View & Actionable Insights

Sapiens acceptance testing services' framework is embedded with a **test coverage matrix** that enables the QA team to build countless combinations of user scenarios per transaction. These scenarios are identified and then Sapiens' QA personnel, who are located with clients' business teams, work diligently to gain an in-depth understanding of the day in a life of a user, via interviews, workshops, etc. Each user scenario is powered by a unique combination of customer data and business processes.

Sapiens maps the different customer journeys to insurance business processes. The next step is to build user transactions that cover the full breadth of the insurance system(s).

Our framework tightly integrates risk factors with each user scenario and test-data combination, to allow for easy weightage and determination of the risk appetite. Risk factors are assessed by their importance to the business (for each user scenario), project level complexity (for each business process) and data likelihood (for each test-data combination built for each business process). These are all factored together during each scenario to determine the risk appetite, which allows QA stakeholders to make an informed decision to hand-pick selective combinations for test execution.

## Jump-Start the QA Kick-Off

**Sapiens acceptance testing services'** pre-built and constantly-evolving data repository allows our customers to access reusable:

- Test cases that are designed for standard core business processes
- Integration test cases for regulatory integrations in specific geographies, and/or prominent integration systems across the globe
- A robust product tree that empowers QA managers to track and monitor QA coverage
- Reusable, "code-less" automation tests that can be readily maintained to build sanity and regression packs

## Unique Delivery Model

The acceptance testing services delivery model is unique and well-structured. It allows onsite personnel to facilitate and ensure the critical independence of the testing, to speed the customer's progress.

## Core System Optimization & Production Readiness

Sapiens offers multiple rounds of core system performance tests at different stages, with dedicated objectives. As part of Sapiens acceptance testing services, we package best performance tests to ensure that the core system is measured against real-life simulations.

We measure:

- Core system responsiveness, to ensure smooth operational usage by system users when peak user load is reached
- Acceptable system responsiveness for **continuous usage** (+12 hours), by operating on peak user load
- System responsiveness when accessed by back-office users (for batch executions), combined with virtual connections (from external interface systems) and operational users

## Robust KPIs and Transparent Governance

Sapiens QA management has invested in implementing industry-standard key performance indicators (KPIs) to measure test executions, defects and executive dashboards for test coverage, module-wise system quality, system readiness for production, etc. Minimal effort is required to configure these KPIs and dashboards for new customers. Customers obtain greater peace of mind via enhanced control of the tracking progress, plus the ability to identify deviations and assess quality daily, offering the highest level of governance for a quality project.

## Contact Us

To learn more about Sapiens acceptance testing services, visit us online, or contact us: [info.sapiens@sapiens.com](mailto:info.sapiens@sapiens.com).

## About Sapiens

Sapiens International Corporation empowers insurers to succeed in an evolving industry. The company offers digital software platforms, solutions and services for the property and casualty, life, pension and annuity, reinsurance, financial and compliance, workers' compensation and financial markets. With more than 35 years of experience delivering to over 450 organizations globally, Sapiens has a proven ability to satisfy customers' core, data and digital requirements. For more information: [www.sapiens.com](http://www.sapiens.com).