

# CASE STUDY: BROTHERHOOD MUTUAL



## OUR CLIENT

Brotherhood Mutual Insurance Company is a leading property and casualty insurer of churches and related ministries. The company serves more than 30,000 church and ministry customers nationwide and is represented by 500-plus independent agent representatives. Brotherhood Mutual employs more than 220 people at its corporate offices in Fort Wayne, Indiana.

## WHY THEY CAME TO US

When Brotherhood's IT department migrated their back office applications to more flexible user-based web portal systems, complicated software integration issues were time consuming. To ensure a more cost effective, streamlined and thorough internal software testing process, Brotherhood Mutual looked towards automation.

Daryl Pannabecker, VP Information Technology, said: "Automated testing drastically reduces time spent on labor intensive manual testing, resulting in more reliable services to our customers. The insurance industry is built around trust. By improving our internal software testing practices we'll be able to reduce glitches and continue to build that trust with our customers."

## WHAT WE DID

Brotherhood Mutual found their answer in Original Software's complete server-side and browser-based testing solutions, including TestBench, TestDrive, TestSmart and TestPlan. These automated tools helped to balance business risk against the cost associated with time and resource required for the major software migration.

As a US based insurance company, Brotherhood Mutual also needed to abide by regulatory guidelines for their IT

systems. Proof of well-tested software is required under the CobIT objectives IT framework of the US based Sarbanes Oxley regulatory act. Original Software's automated testing solutions address all 71 CobIT objectives that relate to software quality directly.

## HOW IT WORKED OUT

Overall, the Original Software automated testing solutions has enabled Brotherhood Mutual to reduce the amount of time spent performing unit and regression testing. At the same time, eliminating integration issues when migrating back office applications to user-based web portal systems, and resulting in more reliable services to insurance agents to quickly and effectively service new and existing customers.

"The world today depends on software to drive speed and convenience, and business suffers the consequences of impeding with inefficient practices. Efficiencies are gained through taking a hard look at a company's fundamental software practices, which is invaluable."

Colin Armitage, CEO Original Software