

# CASE STUDY: KANAWHA INSURANCE COMPANY

(Now part of KMG America)



## OUR CLIENT

South Carolina-based Kanawha Insurance Company was one of the largest privately owned life assurance companies in Southeast USA with assets in excess of \$660million.

## WHY THEY CAME TO US

Modifications to Kanawha's core applications are handled by an IT outsourcing company but testing is handled internally by a group calling themselves "Model Office". The role of Model Office is to make sure customer services, claims examiners, claims agents and brokers get the desired information they need from Kanawha's system. Model Office workers were not trained software developers and in order to manage the QA function properly an automated testing solution was sourced. However, all the vendors they spoke to had overly complex tools that only developers could use.

All vendors, except one. Original Software.

## WHAT WE DID

By implementing TestBench from Original Software, Model Office was able to take advantage of a PC-based record and playback module called TestDrive. TestDrive does not require scripting and its simple point and click interface gave Model Office users complete control over script record and playback of iSeries applications in a familiar windows environment.

With new application releases happening every quarter, almost 600 separate scripts had to be maintained. These time consuming scripts meant that only minimal testing was carried out, often at weekends, and the company's software defect ration was very high.

## HOW IT WORKED OUT

TestDrive's advanced script control - variable data eliminated the need to write and maintain 600 scripts. Just one was needed, into which the variable data was fed. Immediately huge time and resource savings were enjoyed and the defect ratio reduced.

Another major benefit was the availability of self healing script technology. This allowed for the testing of new versions of applications without having to modify existing scripts, significantly streamlining the whole process.

Prior to the use of Original Software's test automation solutions, software was tested manually—a very labour intensive and time consuming process. Now the team routinely meets its deadlines and objectives.

*"Using the test tools, we stand less risk of making as many errors, and fewer problem reports are coming back from the field. We are turning out better products and setups."*

Margie Reeder  
Director of Model Office