Insurer saves $1.6M with Cognizant Intelligent Test Scripter

A 360-degree automation ecosystem enables an insurer to act on customer needs at incredible speed.

The challenge

Our client is a leading insurance company based in the US that provides financial services, including insurance, annuities and associated services under B2B and B2C models. The company sells commercial and consumer insurance and protection products for three million customers.

Streamlining QA processes

The company wanted to mature its digital transformation journey, drive faster time to market, enhance customer experiences and gain greater customer retention by closely monitoring industry trends and market position. This customer-centric focus required a major shift in how quality assurance (QA) was handled by the company's IT and program teams. Accelerated QA feedback cycles, fail-fast approaches and self-sustainable teams became catalysts for success. This required a cohesive, flexible and scalable automation ecosystem that could synergize quality across the IT lifecycle.

As a trusted Quality Engineering and Assurance (QE&A) partner of more than a decade, we worked with the company to implement a platform-based automation solution for its

At a glance

Our client wanted to accelerate its digital transformation journey and shorten the lifecycle of its feedback loop for quality assurance (QA). Using an expansion of Cognizant Intelligent Test Scripter, the company enabled faster time to market and improved customer experiences. Business benefits include:

- 2,500+ hour reduction in testing hours
- $1.6M in soft dollar savings
- 40% decrease in script maintenance

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needs. It was essential to ensure this automation ecosystem catered to various automation testing needs, such as web, API, database and Windows desktop applications. In addition, we focused on reducing the company's dependence on its automation core team by enabling T-shaped (technically skilled) resources for everyday automation testing needs.

The approach

Our QE&A team zeroed in on Cognizant Intelligent Test Scripter (CITS)—an open-source, script-less test automation solution developed by Cognizant—after assessing other industry-leading options. We carried out a careful study of CITS's out-of-the-box features to drive the first wave of the implementation. With the foundation set, our team expanded the base product features with use cases that powered agile and digital-ready automation. The platform's holistic capabilities expanded accessibility validations, DevOps alignment, non-conventional solutions, unified frameworks, script maintenance effort optimization and enhanced reporting mechanisms.

Expanding and enhancing CITS

Our team integrated Access Continuum with CITS for accessibility automation testing and dynamic object healing to reduce maintenance efforts. We added automation test assets to Azure's DevOps pipeline that supported continuous integration and continuous deployments. In addition, we created and integrated a java-based API framework with the CITS platform to focus on service level validations. For Windows desktop applications, we added the WinAppDriver feature. Our team also created automated email execution statuses through Cucumber BDD reports. The platform implementation was scaled with a pilot and expand approach, resulting in better acceptance of the automation features without any loss of work.

A major differentiator of Cognizant's approach was that this platform served two objectives that provided a far-reaching flexibility:

- An integrated platform to drive end-to-end (E2E) and business process validations
- Specific solutions from this platform can be leveraged as stand-alone drivers for targeted automation

Business outcomes

The holistic approach of the expanded CITS platform supported the diverse needs of the company's QA teams and paved the way for a 360-degree automation ecosystem. This enabled teams to accelerate QA feedback during the program lifecycle across the company's various lines of business and IT ecosystem. After the implementation, the company successfully moved to one-week sprint models in key areas that saw far greater business benefits for the company's B2B customers, while the B2C market matured with two-week sprint cycles.

Business benefits included:

- 2,500+ hour reduction in testing hours through innovations derived from the use of CITS
- 15% of API testing effort saved
- $1.6M in soft dollar savings
- $225K saved in license costs year over year
- 40% reduction in script maintenance

The strength of our solution created a launchpad for reforming the company's overall QA feedback loop of applications while also preserving timeliness, scale and speed. With the help of our expanded CITS 360-degree ecosystem, the company's core automation team decoupled from project automation and was repurposed at the IT enterprise level rather than staying focused on QA. The solution also helped the company accelerate technical transformation for 80% of associates, which achieved our client's goal of enabling self-sustainable teams.

The CITS platform is part of an ongoing initiative that continues to create further opportunities for the company to transform project delivery across the IT lifecycle and help our client reach maturity in its digital and agile journey. With its enhanced automation ecosystem, our client can operate with electrifying speed—and create financial experiences that delight customers.

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