Guidewire QE&A Approach Paper

Get quality right, the first time

Cognizant Center of Excellence for Guidewire Quality Assurance

Cognizant

Focus is on the customer, the business and the user experience — not just on the defects

TRANSFORMATION DEMANDS QUALITY @ SPEED

The Cognizant Center of Excellence for Guidewire Quality Assurance is where transformation meets quality @ speed through collaboration, transformation and innovation.

It pairs Cognizant's best-in-class quality assurance (QA) principles and next-generation QA solutions with Guidewire's product expertise that are specific to new implementation and upgrade projects using a unique factory model concept. The results are frameworks, methodologies and accelerators leveraging our Guidewire relationship that ensure your Guidewire programs are defect-free, robust and ready for production.

Our Center of Excellence will ensure that your business users experience the highest quality implementations or upgrades of Guidewire InsuranceSuite™ (or one or more of its applications: Guidewire ClaimCenter™, Guidewire PolicyCenter™ or Guidewire BillingCenter™), Guidewire Digital™, Guidewire DataHub™ and Guidewire InfoCenter™.

We're versatile. As a Guidewire partner, we're ready to be the systems integrator of choice for your organization's transformation. But our Center's solutions are the most effective choice for your QA needs — no matter which Guidewire partner you choose.

Optimize cost and effort through reusability

Jump-start your Guidewire effort with our Center's emphasis on reusability of test assets, which progressively reduces the unit cost of testing.

Our Center's focus on optimizing cost and effort provides important benefits for your Guidewire implementation or upgrade:
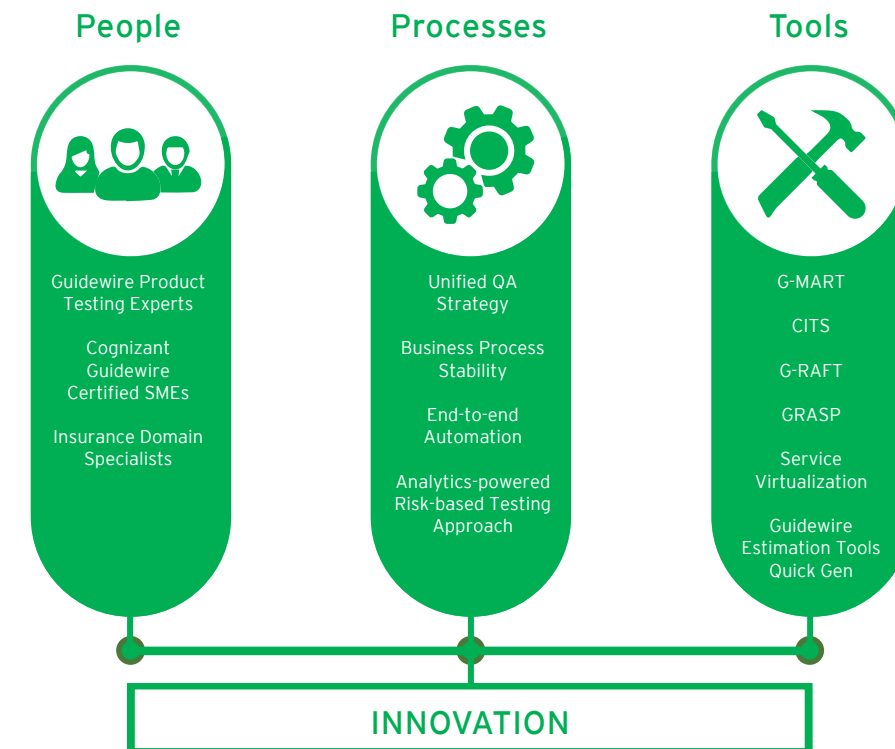
- **Gain visibility** into your program's progress with the tight integration of ADPART, our smart test design platform, and Rally Agile, the management software used in Guidewire implementations.
- **Optimize testing costs and development effort** utilizing our tools and accelerators.
- **Improve utilization, planning and savings** through usage of our efficient estimation tools and resourcing models.
- **Reduce manual effort and boost cost savings** with our Guidewire-specific automation framework.
- **Increase knowledge management** through reusability, wikis and portals.

Improve quality through defect detection, prevention and prediction

Our Center builds testing into your program early, ensuring more accurate requirements as well as fewer defects.

As a result, new capabilities reach your business users faster, and the applications run more smoothly, with fewer errors and less downtime. Our Center's end-to-end testing results in a projected 98 percent QA effectiveness,[1] which aligns with best-in-class QA standards.

COGNIZANT CENTER OF EXCELLENCE FOR GUIDEWIRE QUALITY ASSURANCE

People	Processes	Tools
Guidewire Product Testing Experts	Unified QA Strategy	G-MART
Cognizant Guidewire Certified SMEs	Business Process Stability	CITS
Insurance Domain Specialists	End-to-end Automation	G-RAFT
	Analytics-powered Risk-based Testing Approach	GRASP
		Service Virtualization
		Guidewire Estimation Tools Quick Gen

INNOVATION

People

All Guidewire testing is conducted and overseen by experienced, certified professionals who are experts in the application and the insurance industry.

- Cognizant Certified Guidewire professionals and functional testing experts provide the right resourcing for your project.
- Guidewire-certified subject matter experts (SMEs) enable BA-QA model of testing.

Processes

Our quality engineering and assurance relies on efficient, cost-effective processes.

1. This metric indicates the effectiveness of testing by the Cognizant QA team. It measures the ability of the Cognizant QA team to identify all the valid application defects within the system testing/systems integration testing/end-to-end testing stages; and the effectiveness of avoiding invalid defects and defect leakage during the subsequent stages (user acceptance-testing/production).

- E2E QA service delivery and metrics-driven test management.
- Guidewire-specific knowledge management and competency development framework.
- Shift-left approach to identify defects early in the life cycle and reduce overall failure cost.
- Periodic health checks and audits of your Guidewire implementation testing guarantee quality.

Tools

Our Center builds a robust QA ecosystem for your Guidewire implementation or upgrade using frameworks, methodologies and accelerators.

- Effective estimation framework for obtaining accuracy in planning and estimation.
- Solution accelerators driving value across the entire testing life cycle.
- Tools for nonfunctional testing, and industry-leading concepts such as shift-left philosophy (QA integration into requirements definition processes, defect prediction and analytics — to move quality upfront in the life cycle of the implementation), requirement traceability and application quality governance.

QUALITY THROUGH COLLABORATION

The Center's unique client experience

The Center's joint delivery model ensures that Cognizant and Guidewire work shoulder to shoulder with you. We will bring forth the right processes and tools to ensure optimal quality of your implementations or upgrades. We will follow a well-defined roles and responsibilities structure, as depicted below:

JOINT DELIVERY MODEL

Cognizant & Guidewire Responsibilities	Cognizant Responsibilities	Guidewire Responsibilities
• Requirement analysis • Detailed staffing plan including effort estimation • Test strategy • Test planning • Test closure • Production performance monitoring, planning and implementation	• QA program management • Test design • Test execution and defect metrics generation • Performance validation testing • Status reporting • Test data management • Defect management • Release coordination • Summary report publishing • QA program governance	• Periodic health checks during test life cycle • Mentoring on performance testing best practices • Agile performance management orientation and implementation

Our Center supports IT and business leaders with the quality experts, processes and tools for successful Guidewire programs

Cognizant leverages its best-in-class QA processes, frameworks, methodologies and industry knowledge. Through the testing life cycle, our testing professionals conduct all quality engineering and assurance activities with a strong focus on accuracy.

Guidewire's periodic health checks include collaborative sessions and formal audits of the testing process to assess the effectiveness of delivery. Guidewire also drives service maturity through continuous mentoring.

We manage the end-to-end QA process with minimal effort on your part, so you experience a seamless process that gets quality right the first time. You will be able to direct your focus to the strategic aspects of the transformation.
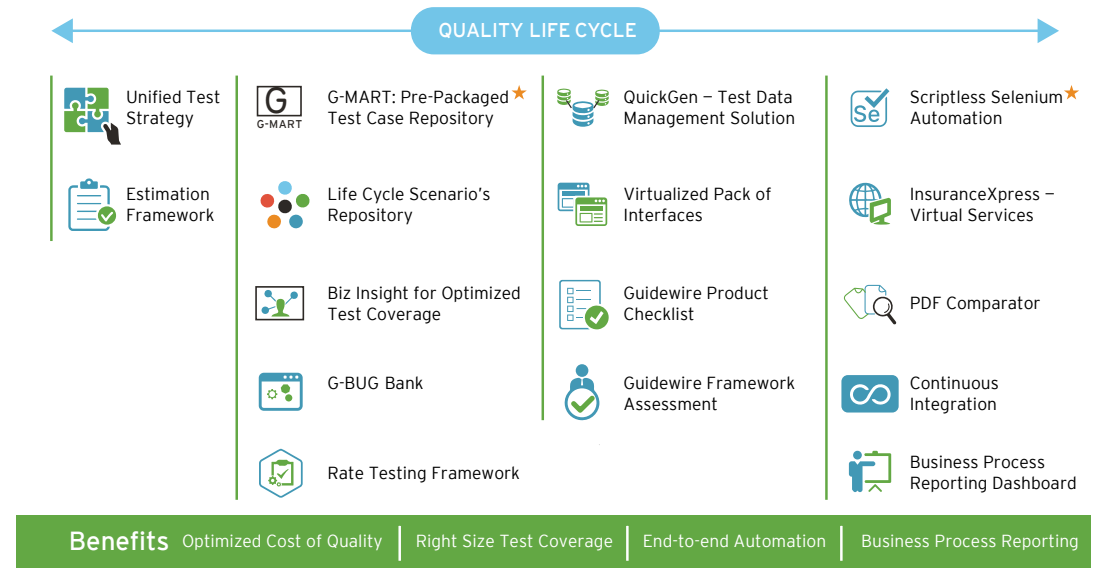
WHY OUR CENTER IS A SMART CHOICE FOR YOUR GUIDEWIRE IMPLEMENTATION OR UPGRADE NEEDS

Here are the eight reasons our Center's services stand out in the Guidewire marketplace:

Tools and solution accelerators designed for efficiency

A key advantage of the Cognizant-Guidewire partnership is the full set of tools and accelerators that can help you implement Guidewire applications faster and far more cost effectively. Our Center's services provide quality assurance that no provider can match.

Comprehensive suite of tools, value adds and frameworks across the testing life cycle leading to overall **QA efforts reduction of 5%-10%**

QUALITY LIFE CYCLE

Unified Test Strategy	G-MART: Pre-Packaged Test Case Repository ★	QuickGen – Test Data Management Solution	Scriptless Selenium ★ Automation
Estimation Framework	Life Cycle Scenario's Repository	Virtualized Pack of Interfaces	InsuranceXpress – Virtual Services
	Biz Insight for Optimized Test Coverage	Guidewire Product Checklist	PDF Comparator
	G-BUG Bank	Guidewire Framework Assessment	Continuous Integration
	Rate Testing Framework		Business Process Reporting Dashboard

Benefits Optimized Cost of Quality | Right Size Test Coverage | End-to-end Automation | Business Process Reporting

★ Endorsed by Guidewire
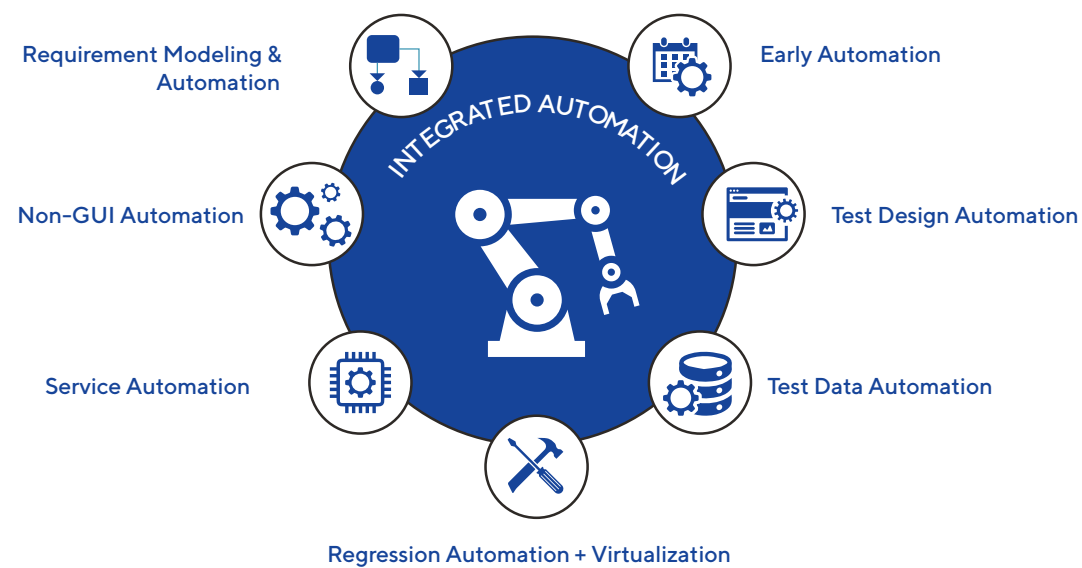
How quality benefits your organization

By tapping into our extensive portfolio of testing services for your Guidewire implementation or upgrades, your organization gains testing and QA services of the highest quality — and a more successful transformation.

Accelerate implementations through frictionless automation

Cognizant's integrated automation capabilities that provide 360-degree coverage for testing life cycle activities minimize the duration and cost of testing.

Well-planned usage of best practices and accelerators will boost the speed-to-market of product rollouts by optimizing testing efforts. You avoid the time and cost of tracking down and repairing errors.

Testing simulation techniques allow us to anticipate and prepare for potential problems.

Requirement Modeling & Automation

Early Automation

INTEGRATED AUTOMATION

Non-GUI Automation

Test Design Automation

Service Automation

Test Data Automation

Regression Automation + Virtualization

With faster implementation, your organization can:

- Improve cycle times by 10 percent. Test design and development efforts proceed faster and more efficiently as a result of our tools and solution accelerators.

Insurance experience that runs long and deep

We understand the insurance industry because we're part of it. Our Insurance practice is firmly established and staffed by certified testing professionals. We're also strategists. Our business consulting services help insurers identify new markets and business models.

Predictable delivery

With our Center, you gain one partner who is accountable for all testing functions. We offer careful risk governance during implementation or upgrade. We connect the dots so our clients understand testing's impact throughout their business, from financial systems to claims and billing.

Robust delivery model

As a Guidewire partner, we maintain a close collaboration and access to product information. We couple those insights with our testing expertise to create a robust and efficient QA delivery ecosystem that fits Guidewire applications and insurers' needs.
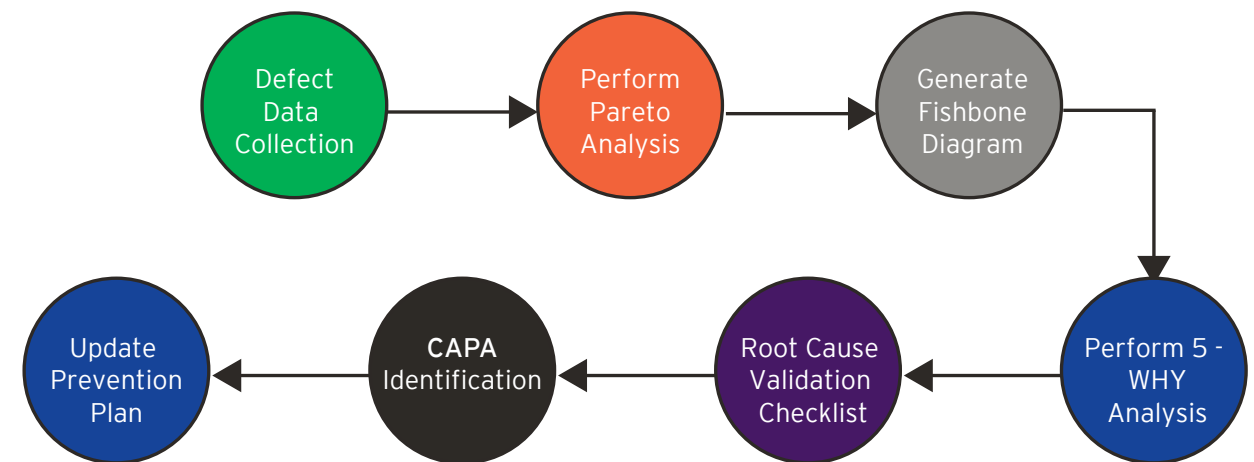
Quality from end-to-end

We're passionate about quality. Cognizant is the industry's test leader. Our Quality Engineering and Assurance group is the world's largest independent testing organization. We provide testing and QA services to top-performing companies across a range of industries.

We bring that single-minded focus to our Center of Excellence for Guidewire QA. The result for your organization is testing and QA services of the highest quality and a more successful Guidewire program.

Defect prevention and prediction

DEFECT PREVENTION — Defect preventive actions (PA) of major defect root cause

Defect Data Collection → Perform Pareto Analysis → Generate Fishbone Diagram → Perform 5 - WHY Analysis → Root Cause Validation Checklist → CAPA Identification → Update Prevention Plan

DEFECT PREDICTION — Analysis of the correlation between occurrence to independent variables

Product	People	Process	Defect Profiles
Size (requirements, design or code)	Team size	Test cases	Severity
Complexity measure	Capability	Effectiveness	Occurrence and recurrence age
	Capacity	Discovery rates	
		Resolution	
		Volatility	
		Change	

Continuous innovation

At any given moment, Cognizant's testing experts are managing hundreds of QA projects around the world. Our experience produces creative solutions, techniques and accelerators. We bring the results of each new effort into the Center of Excellence for Guidewire QA.
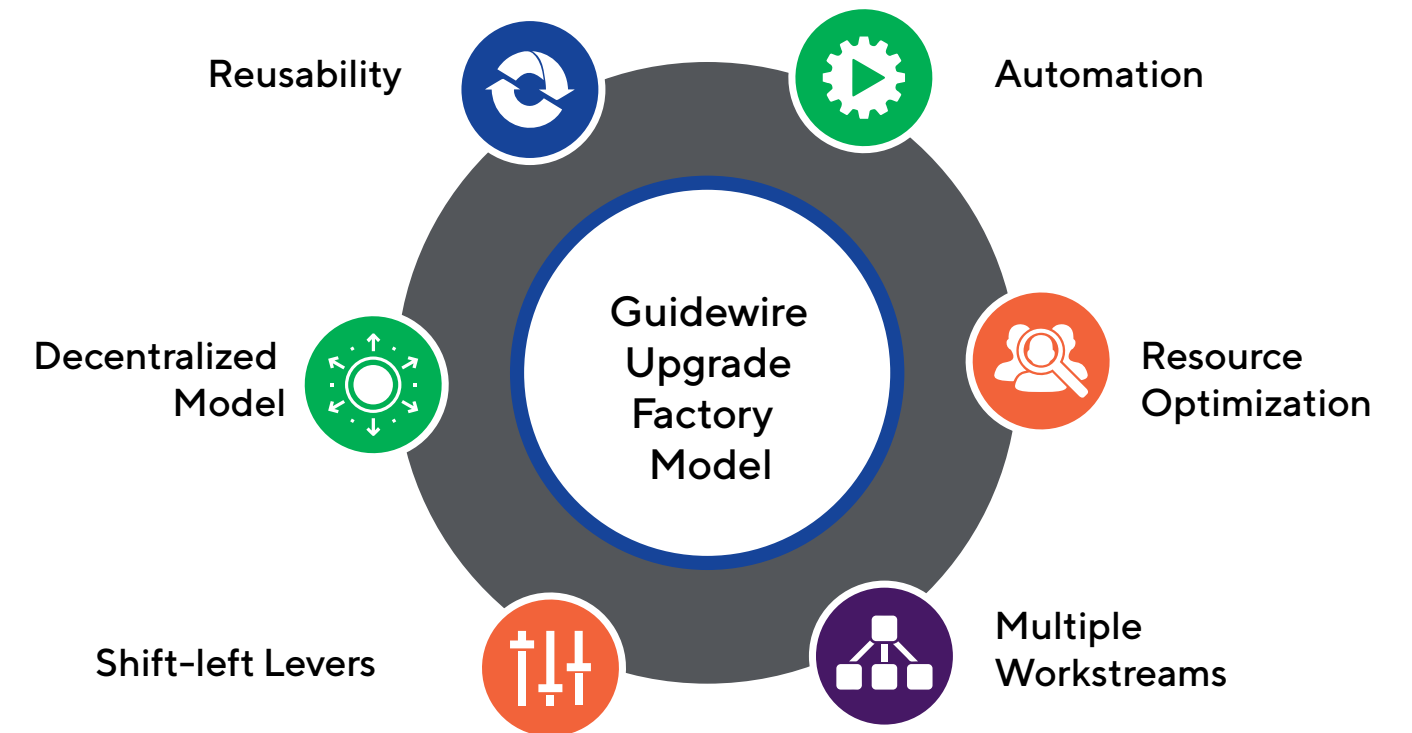
TESTING FRAMEWORK SERVICES

New implementation

Our services are versatile. Choose any or all of our services to bring a higher level of quality to your Guidewire program.

TEST ASSESSMENT	CONFIGURATION TESTING	INTEGRATION TESTING	REGRESSION TESTING
Assess, analyze and recommend	Test core platform functionality	Ensure robust inter-system synchronization	Certify existing functionality

TEST AUTOMATION	STABILIZATION TESTING	PERFORMANCE ENGINEERING & TESTING	USER ACCEPTANCE TESTING
Accelerate testing and reduce time to market	Ensure accuracy of business process flows	Ensure peak performance and application scalability	Support business users

CONVERSION TESTING	PARALLEL TESTING
Validation of converted data	Compare legacy system with Guidewire version

Ensure that your Guidewire transformation builds in quality from the start — and gets it right. Talk to our Center today about how the Cognizant-Guidewire partnership and our jointly developed tools, frameworks and accelerators can ensure a timely, accurate and effective implementation.

Upgrade testing

Guidewire Upgrade Factory Model

The Guidewire Upgrade Factory model brings different resources (SMEs, knowledge artifacts, infrastructure, etc.) together as shared services that can be readily used for different clients.

With the Guidewire Upgrade Factory model, your organization can:

- Take advantage of the available expertise and assets produced during similar project execution.
- Ensure high level of repeatability, predictability and test coverage.
- Be flexible to handle unique and dynamic changes.
- Reduce QA window timeline and time to market.
- Accelerate test automation with ready-made OOTB test scripts.

Defined process setup

With a defined set of processes that is being followed across different clients, the dynamics of the Guidewire Upgrade program for each customer are being addressed.

- Critical business flows of the applications are being tested at earlier stages for early defect identification with importance provided to the core functionalities.
- Extensive reuse of the customer's existing test suite for in-depth understanding of the OOTB customized features and business flows.

- Risk-based assessment using our in-house tool RISE to derive an optimized test suite based on business priorities.

- Parallel testing of the older version with the upgrade version for complete testing.

The following are examples of the quality improvements your Guidewire program can gain:

- Test more effectively using Cognizant's proven methodology, which aligns with Guidewire's agile implementation approach.

- Assess risk ratings for Guidewire user stories, or sets of related functional requirements, using our risk-based testing strategy.

- Smarter testing as a result of rolling wave regression testing throughout development sprints.

- Automate performance validation through our on-demand licensing platform.

- Scale your implementation without compromising quality through use of our efficient operating model and resourcing.

Reach us at: Guidewirecenter@cognizant.com

Cognizant: The Guidewire InsuranceSuite™ testing leader in the insurance industry

- Cognizant is the world's largest independent testing services provider. The practice has 33,000+ QA professionals.

- 500+ clients from Fortune 1,000, across industry segments and geographies, have relied on our testing experts to manage their quality needs.

- 120+ insurance clients, including 18 of the top 30 global insurers supported by 7,000+ career testers.

- Cognizant Center of Excellence for Guidewire Quality Assurance currently services 18 leading global insurers. The practice has 600+ Guidewire professionals with extensive Guidewire quality experience.

Cognizant | GUIDEWIRE PARTNERCONNECT

Premier Services Engagement

About Cognizant's Insurance Practice

Cognizant is a leading global services partner for the insurance industry. In fact, seven of the top 10 global insurers and 33 of the top 50 U.S. insurers benefit from our integrated services portfolio. We help our clients run better by driving greater efficiency and effectiveness, while simultaneously helping them run differently by innovating and transforming their businesses for the future. Cognizant redefines the way its clients operate — from increasing sales and marketing effectiveness, to driving process improvements and modernizing legacy systems, to sourcing business operations. Visit us at www.cognizant.com/insurance-technology-solutions.

About Cognizant

Cognizant is one of the world's leading professional services companies, transforming clients' business, operating and technology models for the digital era. Our unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. Headquartered in the United States, Cognizant is ranked 193 on the Fortune 500 and is consistently listed among the most admired companies in the world. Learn how Cognizant helps clients lead with digital at **www.cognizant.com** or follow us @Cognizant.

Cognizant

World Headquarters

500 Frank W. Burr Blvd.
Teaneck, NJ 07666 USA
Phone: +1 201 801 0233
Fax: +1 201 801 0243
Toll Free: +1 888 937 3277

European Headquarters

1 Kingdom Street
Paddington Central
London W2 6BD England
Phone: +44 (0) 20 7297 7600
Fax: +44 (0) 20 7121 0102

India Operations Headquarters

#5/535 Old Mahabalipuram Road
Okkiyam Pettai, Thoraipakkam
Chennai, 600 096 India
Phone: +91 (0) 44 4209 6000
Fax: +91 (0) 44 4209 6060

Cognizant Digital Business

55 Hudson Yards
New York, NY 10001 USA
Phone: +1 212 879 6911