



HP Quality Center™ Case Study

Business Challenge

Faced with a lack of internal resources, a large insurance broker was in need of Quality Assurance assistance across a wide variety of projects. In particular, the client needed to augment its teams with resources that could get up to speed quickly, work independently, and utilize their QA tool, HP Quality Center™.

Solution

Kforce Global Solutions was uniquely prepared to address the client's needs, including the ability to provide teams of experienced QA experts with an in-depth understanding of client operations and deep knowledge of HP Quality Center™. Resources experienced in Microsoft® .NET and VB6™ environments were also deployed.

Under a capacity project model, Kforce formed dedicated teams in Manila that handled the support and maintenance of a group of applications with "like" technologies. The Manila QA team also performed planning, development, and execution of QA test scripts to validate newly developed systems, enhancements, and fixes.

The Kforce Global Solutions service models and strong bench of qualified resources were leveraged to rapidly form teams to assist across a wide variety of QA projects. This included utilizing the HP Quality Center™ to track testing progress by storing details about the requirements to be tested, as well as the test plan, cases, and results. All issues and problems relating to each project were recorded and tracked through resolution using Quality Center Defect Manager™.

Results

Kforce Global Solutions provided the client with QA services that:

- Ensure consistent data capture by enabling insurance associates to enter prospect and opportunity information online directly into a newly developed Sales Opportunity Tracking application.
- Automates construction wrap-up processes via a web-based application that tracks project insurance policies, rates, and claims data, as well as maintains a central database of contractors and subcontractors to track worker's compensation coverage by state.
- Provides full-cycle business processing via a servicing system used by Broker Offices, Client Services and the Finance Department that covers all aspects of the reinsurance business, including company management, marketing, prospecting, placing, binding, technical accounting (billing), claims, LOC and settlements.

Environment

- HP Quality Center™
- Microsoft® .NET
- VB6™

Contact us today at globalsolutionsbd@kforce.com to learn more!

INDUSTRIES SERVED

- Financial Services
- Insurance
- Healthcare
- IT Products/Services
- Manufacturing
- Pharmaceutical

KFORCE GLOBAL SOLUTIONS CAPABILITIES

- Application Development and Support
- Legacy Application Support
- Web Development
- Infrastructure Support and Service Desk
- Business Process Management
- Quality Assurance
- Staff Augmentation