



# Performance Testing Services

## A large Specialty Insurance Provider in the US

The customer is an American property and casualty insurance company.

### Project/Service Category

Testing

### Technology

- Silk Performer

### Benefits

- HTC's standardized and independent testing unearthed bottlenecks
- Improved transaction throughput capacity that reduced outages during peak hours
- Faster 'time to market' of new products enabled by dedicated testing environments

## Background

The client's requisite was to keep abreast to consumer expectations and to improve their application's performance dramatically. The .NET based version of the client's Personal Umbrella Policy - Full Life Cycle (PUP-FLC) application was down with numerous performance and functional issues including:

- Poor response time
- Frequent system outages during peak hours due to application bugs and performance issues
- Lack of dedicated testing environments, artifacts Delay in time-to-market

## Solution

HTC assessed the client's environment, infrastructure, processes, and application complexity and delivered a solution for performance validation and tuning.

The test team initially documented different business scenarios and prepared test case scenarios for validating the functionality of the application. Leveraging our QA expertise and experience the team was able to develop a testing model.

The team also developed the documentation of application flows and critical paths and defined various types of testing to be conducted, including load test, stress test and scalability test, iterations and coordinated with the development and infrastructure teams in scheduling the activities.

HTC developed and verified the test scenarios and test scripts for automated execution of simulated load, analyzed test results, identified problem areas and triage possible causes.



- Over 25 years of IT and BPO experience in providing cost effective and innovative services across domains for a wide spectrum of global 2000 customers
- Quality and information security processes compliant to SEI CMM Level 5, ISO 9001, ISO 27001 and PCI DSS standards
- Global presence, large delivery centers, talented professionals, capabilities across multiple technologies, platforms and domains