



Policy Writing and Claims Application Support

Overview

System enhancement and maintenance support to client Applications, which are used for doing business. Testing of new releases of various applications using Automated as well as manual tools.

The technology platforms supported are IBM AS/400 (iSeries) and Powerbuilder. For Automated Testing, TestPartner is used. The main objective is to ensure smooth operations of the insurance related activities.

Major Issues & Challenges

The Policy Issue Application, APEX, is COBOL/400 and SQL/400 based package developed by the clients with their in-house team and uses J-walk to present the User interface. The Claim settlement application is developed using Power Builder for user interface and uses DB2/400 to host the database. These application needs modification from time to time to meet requirements of changing processes.

Apart from these applications, the client has developed few more applications and from time to time new versions are released. The newer versions require testing to ensure that existing functionalities are not disturbed.

Solution

A team, familiar with those applications, based in the Offshore Support Center helps the client to ensure cost-effective maintenance support.

Project Title

Policy Writing and Claims Application Support

Technologies

AS/400, COBOL/400, CL/400, SQL/400, J-Walk



KMG Role

KMG is providing support through a team of developer from its offshore center. The team analyses the issues (logged as ticket), makes modification to the sources - if required, modules - if required, Tests the solution and co-ordinates with the clients project Manager for implementation.

For Testing of Applications - KMG QA team reviews the Business Requirement, co-ordinate with the testing team at the clients location and sends feedback on each test process.

KMG Value Addition

With its vast experience in Insurance business and technical expertise, KMG was able to provide the client a faster and cost-effective support solution.

Change Management Process: A web-based issue-cum-change management tool is used for communicating the changes to the off-shore team. The change requests are analyzed by the KMG business analysts and an effort estimate sent to the client. Once the effort has been approved, the changes are assigned to the team.

Status Reporting and Communication: KMG Project Management ensures that accurate weekly status reports reach the client's Project Management team. This helps keep both the teams updated on the current status of the project.



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