

exterminating application risk

LEVERAGE POINT



Leverage Point Corporation

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When a mid-size insurance company faced a failing QA function, they turned to Leverage Point to help address both their short-term and long-term Quality Assurance challenges.

Client Background

Leverage Point was contacted by a fast growing, mid-size, specialty insurance company who was looking to build a Quality Assurance function from the ground up. The QA organization at the time consisted of two converted business users executing late-cycle acceptance testing and a newly named QA Manager with a strong background in Business Analysis, but little practical experience in Quality Assurance. The client had access to the Mercury automation suite through an enterprise license agreement with their parent company, but had not implemented any of the technology. Along with possessing an extremely immature QA process, the client was also faced with a large number of application changes and a backlog of testing work.

Leverage Point Approach

After consulting with client management, the first order of business was addressing the business impact caused by unreleased application changes. Leverage Point deployed a team of experienced QA resources to address the testing backlog as well as mentor the existing resources in efficient QA approaches. By ensuring that the current QA staff was brought up to speed quickly, the Leverage Point team was able to quickly address the testing backlog and meet the needs of the business.

Once the immediate needs of the business were met, Leverage Point deployed a Test Automation Engineer in order to help the client take advantage of the Mercury automation tools that were available. The Leverage Point Automation Engineer established an automation strategy, implemented the Mercury Suite, trained the staff and assisted in the first phases of test automation. The client quickly built the necessary expertise to support the automation tools independently to support their ongoing needs.

As the Quality Function matured and client management recognized the value in improved application quality and efficient testing efforts, additional headcount was approved to build the QA organization. Leverage Point provided effective and focused recruiting support to help the client identify and hire the full-time resources necessary to sustain the development of the organization.

During the course of the engagement, and on a continuing basis, Leverage Point provided Organizational Maturity Consulting to help guide and position the QA function with the organization as a whole. The client was able to better align quality efforts, initiate QA efforts earlier in the development lifecycle, and show the cost reductions provided by identifying application defects earlier rather than later.

About Leverage Point

Leverage Point Corporation was founded in 2006, with the sole objective of helping our customers realize an unparalleled level of application quality by providing the best Quality Assurance teams and resources matched exactly to their needs. Leverage Point serves numerous clients with Software Quality Assurance Consulting and Staffing, Outsourced Testing, Test Automation Framework Development and Testing Project Support.