

CASE STUDIES

INSURANCE





Client:

Leader in handling assistance tickets in Poland and the Czech Republic, one of the largest insurance companies in the world

Product / Service:

- Taking over the maintenance and development of the platform used to register and handle assistance tickets from the client's group and business partners
- Support in the creation of architecture and development while maintaining and expanding the platform for accepting tickets used by centers in Poland and the Czech Republic, registering services performed as part of company policies, facilitating integration with other corporate platforms and preparing settlements and reports

Industry:

Insurance

Goals:

- To enhance and improve the stability and operation of previously implemented functionalities
- To reduce technological debt
- To implement new functionalities
- To reconstruct the architecture of the main part of the platform

Challenges and **problems**

- ★ Many architectural errors that make it difficult to analyze problems of stability and performance
- ★ Monolithic and closely related system structure, making it difficult to isolate and extend the operation of individual modules
- ★ Poor application performance
- ★ Difficult or impossible to create unit tests
- ★ No active CI/CD system
- ★ Every change in business rules requires reinstalling the application on all devices



Tasks

- * Analyzing stability and performance issues in the previous system and developing a repair procedure
- * Reconstructing the application architecture that enables strict control of the running modules and the creation of unit tests
- * Separation of business rules for the server application and reconstruction of the desktop application to a web application
- * Code optimization
- * Optimization of the system's operation
- * Improving the application in terms of UX
- * Implementing new functionalities using the latest standards and technologies
- * Development and support in implementing CI/CD mechanisms



Client:

A top-5 Polish life insurance company – part of an international Dutch life insurance, pensions and asset management company

Product / Service:

A Test Factory project for a life insurance company

Industry:

Insurance

Goal:

To plan, validate and execute System Integration Tests for a new sales application. To plan, prepare and execute performance and security tests

Challenges and **problems**

- * Lack of sufficient skilled testing resources on client's side
- * Combination of deep business knowledge and strong testing capabilities required at testing team level



- ★ Very short period of time planned for knowledge transfer and start of operational work for external Test Factory team
- ★ Efficient cooperation with external vendor as a key success factor
- ★ Aggressive schedule in line with Polish FSA expectations
- ★ Security access problems



Tasks

- ★ Delivery of a highly skilled test team comprised of test manager and senior testers (with extensive experience within the insurance industry)
- ★ Test planning and test management
- ★ Delivery and verification of test cases and test scenarios
- ★ Carrying out functional tests (including test execution and test evidence maintenance)
- ★ Carrying out Security Tests and Performance Tests
- ★ Reporting defects through JIRA
- ★ Defect management, including the assignment of defects to client / analysts / external vendors
- ★ Analyzing test reports and giving feedback to the Business Owners



03.

Client:

The Polish branch of one of the largest insurance companies in the world

Product / Service:

Creation of an anti-fraud system for controlling internal malpractices

Industry:

Insurance

Goal:

To build a platform supporting fraud detection process in the company — identifying policies sold by blacklisted agents, payment analyses, welcome area

Challenges and **problems**

- * Launching the system on a new global Big Data platform
- * Necessary reverse engineering of the previous solution based on VB
- * Implementation of the agile scrum method
- * Improving the effectiveness of detection processes
- * Building a system that will easily be scalable to the entire organization
- * The system must be easily expandable to other process areas

Tasks

- * Reverse engineering of the previous VB solution (several dozen Excel files and MS access files)
- * Solution design
- * Launching dev/test and production environments
- * Process implementation
- * Launching scrum framework, stakeholder education
- * System testing
- * Deployment

Our offices



www.onwelo.com
contact@onwelo.com

WARSZAWA

ul. Karolkowa 30
01-207 Warszawa
warszawa@onwelo.com

KRAKÓW

ul. Prądnicka 20a
30-002 Kraków
krakow@onwelo.com

NOWY JORK

85 Broad Street
NY 10004
nyc@onwelo.com

KATOWICE

ul. Chorzowska 6
40-101 Katowice
katowice@onwelo.com

KIELCE

ul. Zagnańska 49
25-528 Kielce
kielce@onwelo.com

GDAŃSK

ul. Azymutalna 9
80-298 Gdańsk
gdansk@onwelo.com

LUBLIN

ul. Nałęczowska 14
20-701 Lublin
lublin@onwelo.com