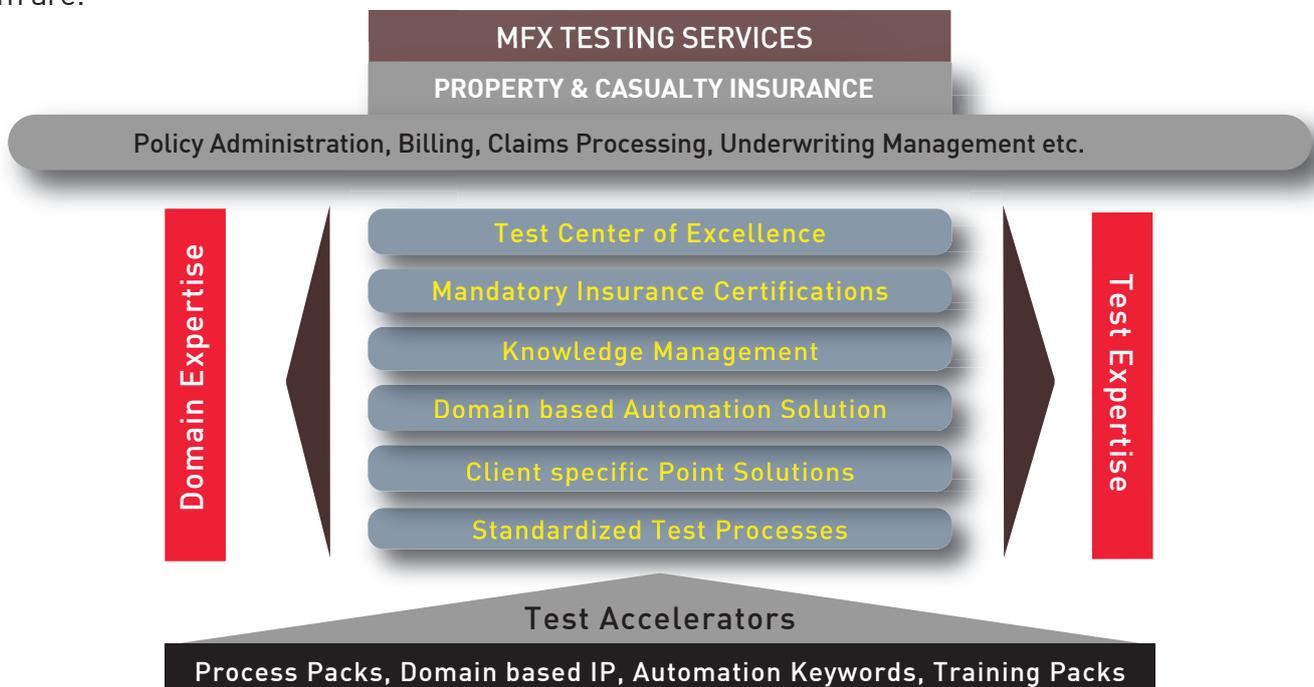# Testing Services

The P & C Industry has over the years become very competitive and there is pressure to rapidly launch new offerings based on market conditions and quickly take advantage of new opportunities. Companies need to generate accurate insights from the historical and current data obtained from their IT systems and make good underwriting decisions. They also need to simplify their claims processing by speeding up and streamlining the existing processes. Delivering exceptional customer service by adopting digital technology is quickly becoming a norm.

KEY TESTING CHALLENGES

P & C insurers are implementing a variety of key IT and business transformation projects which may include large scale strategic projects like **data centralization, analytics, social media** or replacing their core insurance systems like **policy administration, billing, claims administration, underwriting, rating** etc.

A key aspect common for these projects are the **Verification and Validation testing (VVT)** that is carried out during the implementation. Improper handling of this phase can lead to serious impact on delivering the intended business outcomes and companies losing their competitive edge. However, testing in the P&C insurance domain comes with its own unique challenges. Some of them are:

- Ability of the testers to clearly understand all aspects of the P& C insurance cycle
- Lack of P &C domain expertise of testers leading to avoidable errors and defect leakage
- Ensuring adequate test coverage and accuracy with respect to complex calculations in P&C areas like underwriting, claims processing, rating etc.
- Identification of risks and adopting a business oriented approach to testing
- Ability to adoption test automation and ensuring coverage
- Inadequate level of awareness of various P&C insurance regulations

MFX TESTING SERVICES

PROPERTY & CASUALTY INSURANCE

Policy Administration, Billing, Claims Processing, Underwriting Management etc.

Domain Expertise

- Test Center of Excellence
- Mandatory Insurance Certifications
- Knowledge Management
- Domain based Automation Solution
- Client specific Point Solutions
- Standardized Test Processes

Test Expertise

Test Accelerators

Process Packs, Domain based IP, Automation Keywords, Training Packs

MFX DOMAIN FOCUSED TEST APPROACH

With over 15 years of presence in the P&C insurance industry we have understood that in near future technology will change faster than it did in the last couple of decades, however the business will still continue with the basic fundamentals and operations that are outlined by the industry specific to the domain.

Given the current technology trend and the rate of globalization and growth of business it's of paramount importance to drive testing as a domain consulting activity

At MFX we are practicing software testing with a newer perspective, we strongly believe it should be more focused on the domain understanding or domain expertise and not technology or tech-nicality alone.

This calls for a deeper appreciation of the business domain and applications being tested, which we have imbibed as the basic thumb rule of Verification and Validation testing (VVT) practice. Our VVT practice was built around specialized testing teams that have a combination of direct industry experience and specific P&C insurance domain / business process training.

Using our consultative testing approach, we provide our customers with clear value and solutions that improve the time to market and overall customer experience.

By adopting domain focused consultative test approach, we are able to deliver value to the client in terms of acceleratin test phases, enhanced quality, creating intellectual Property(IP) and meeting the overall business goals across various parameters like cost, quality and timeliness.

The MFX Testing Services Value Proposition
MFX is a trusted, global technology service and solution provider to the P&C insurance industry. With pressure around profitability and margins, Clients are looking at skilled resources to test their application with the complete knowledge on the subject that includes federal laws, risks and compliance related to given industry/domain, in short there is a need for SME's/Domain experts with technical inclination to perform testing activities. MFX understands and offers its services with all the required knowledge.

MFX