

CASE STUDY

National Insurer partners with SQA Group on Multi-Year, Multi-Million Digital Transformation

CHALLENGE

American Family Insurance, a national insurance company, committed \$60 million to a multi-year digital transformation of their tech stack, covering 5 lines of business. SQA Group was engaged to examine and immediately uplift their quality of process to address quality of product challenges.

During the engagement, SQA Group unearthed systems dependencies and testing bottlenecks that were creating a high number of defects, environmental build failures and regression failures. Specifically, focus was placed on pinpointing how to improve release cycles.

SOLUTION

SQA Group established a pair wise approach across 8 distinct value streams and 47 unique scrum teams in a SAFe (Scaled Agile Framework) model, which reduced the number of test cases to approximately 20% of what would have been necessary.

In addition, SQA Group developed and implemented a low cost of ownership consolidated and fully automated dashboard integrating outputs from multiple development and testing streams, build and release pipelines, and unrelated management/ reporting systems that created a "single source of truth," as well as providing a continually updated real-time and color-coded snapshot of the state of the entire project.



IMPACT

After partnering with SQA Group, the team at American Family Insurance was able to:

- Immediately start breaking the log jams
- Gain instant visibility into definition of the value streams
- Shift from multiple frameworks to an enterprise-wide framework
- Build a new suite of KPIs adopted into their new dashboard to manage their software factory
- Fortify their position as a high-performing organization