

**Industry:**  
Insurance

**Seapine Products:**  
QA Wizard Pro, TestTrack Studio  
(TestTrack Pro and TestTrack TCM),  
Professional Services, Training

*“Testing is an important and time-critical activity, and with TestTrack Studio and QA Wizard Pro, we are now able to do more work in less time.”*

Joanne Bowden  
Business Solutions Manager

## **Swinton Insurance**

A one-stop source for insurance for cars, homes, businesses, travel, and pets, Swinton faced the challenge of making faster updates to their Web site and back office applications without sacrificing quality. They used TestTrack Studio to improve defect and test case tracking and QA Wizard Pro to increase the frequency of enhancements while still improving quality.

### **Situation**

As Swinton grew, the demand to deliver software enhancements increased as well. They released monthly updates to their Web and back office applications, which meant they spent a great deal of time performing regression testing. Their applications also became more intricate, and to improve overall quality, Swinton needed to focus more on integration testing. Unfortunately, because regression testing was a manual exercise this reduced the time they could spend on the activity, and it sometimes hindered them from delivering changes quickly. Inconsistent defect management processes only compounded the problem.

Quality is essential because defects can seriously affect the insurance cover for Swinton’s customers as well as affect service levels and income.

### **Solution**

Swinton performed an in-depth analysis of numerous products, including a cost benefit analysis of each. “We carried out a great deal of rigorous tests throughout the proof of concept phase,” says Joanne Bowden, business solutions manager at Swinton. “Some products were too pricey while others were not compatible with our technologies or did not meet our requirements.”

Swinton selected QA Wizard Pro to help with their regression testing because of its friendly user interface and its short learning curve. They chose TestTrack Studio to replace their defect tracking spreadsheets and to organize their test cases. Test Track provided a clean, efficient approach to defect management, and its high level of configurability meant that Swinton was able to easily adapt it to their environment.

In addition to the software, Swinton invested in training and professional services. "I felt the training course was pitched at the right level and all the relevant areas were covered," says Bowden. "The consulting time was excellent and gave us the opportunity to discuss specific requirements."

## Results

When Swinton used spreadsheets to track defects, only one user could view the information at a time. With TestTrack Studio, the process for logging and tracking defects has become more efficient. Developers can now view the attachments and supporting materials immediately, and testers, analysts, and developers can access detailed defect information concurrently, all of which saves a great deal of time. It is easier to control defects with Test Track, and traceability and ownership have greatly improved.

Swinton uses QA Wizard Pro to automate their regression testing. When testing the Web site, it generates multiple insurance quotes and extracts the relevant data required, so analysts can quickly test rates and discounts. "QA Wizard Pro has proven successful in regression-based scenarios," says Bowden. "It allows staff to concentrate on more interesting and challenging tests."

The Swinton team have strengthened their development process and can provide better quality service to their internal customers, giving rise to a better product delivered to the customer. Collaborating with Seapine, they have changed processes and procedures to maximize their investment and are now moving toward International Software Testing Qualifications Board (ISTQB) compliance.

"As our portfolio of products has grown," says Bowden, "the FTEs required to complete this additional work has not dramatically increased as one might initially expect. Testing remains an important and time-critical activity, and with TestTrack Studio and QA Wizard Pro, we are now able to do more work in less time."