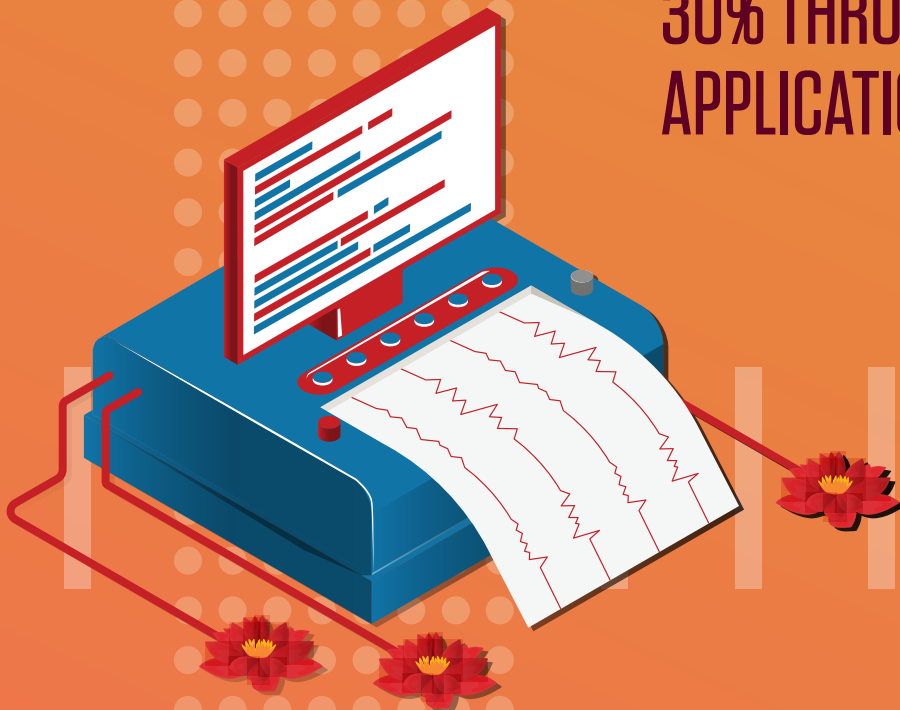




# MULTI-STATE BLUE REDUCES PRODUCTION DEFECTS BY 30% THROUGH STREAMLINED APPLICATION TESTING



Our client is a multi-state blue franchisee that faced intense competition from national and hi-tech plans. To build resilience, they embarked on a modernization program to ensure faster product rollouts and better customer engagement.

## Key Challenge

### A Scattered Process...

The business team was engaged in multiple initiatives and had to invest a disproportionate amount of time in acceptance testing (UAT), diluting their focus from their primary roles. Even without its time-consuming nature, the business team found the testing process to be ad-hoc, siloed, manual and unable to cover the scenario end-to-end.



## The Solution

### ...Now Streamlined

To align their UAT process, the client engaged Infosys as the UAT partner for marketing and underwriting portfolios. Infosys started by laying the foundation by identifying and baselining all testing artifacts in the existing UAT environment, including scenarios, templates, and checklists, ensuring that their output meets the desired quality standards.

### An Efficient Testing Approach



#### Expert Collaboration

Cultivated individual subject matter experts (SMEs) by process area, leading to improved collaboration between IT and business teams and improving review effectiveness



#### Targeted Testing

Introduced risk-based testing, steering the test process towards identifying potential defects and saving the business team's time and resources



#### Quality Output

Created a test suite of 6,000 TCs for marketing and underwriting portfolios, ensuring quality output



#### Automated Ease

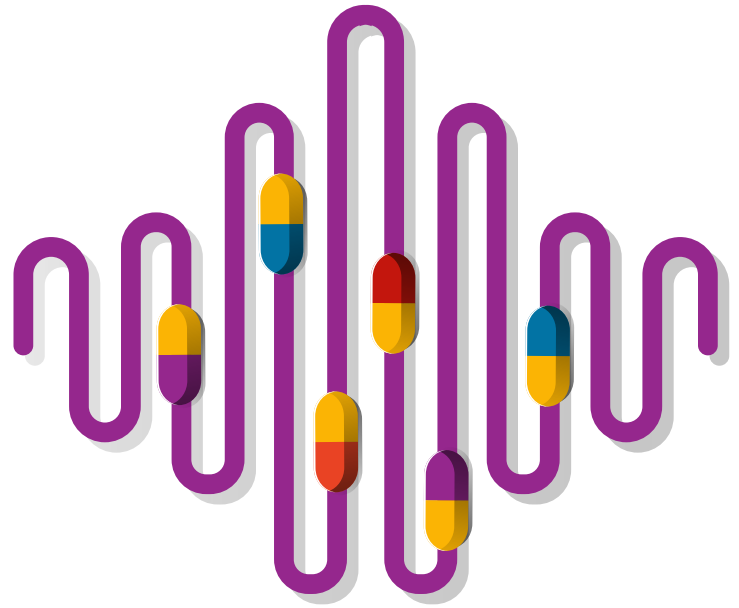
Developed a universal automation solution by gaining deep subject matter expertise, tailoring the process to specific business scenarios, and optimizing TCs

# Benefits

## Testing at Ease

By partnering with Infosys, the multi-state blue was able to streamline the UAT process and offer several benefits:

- **Major Cost Savings**  
An average of **\$400K** in annual cost avoidance through automation
- **Hands-Free Approach**  
**100% automated** regression suites, taking repetitive testing aspects off the business team's plate
- **Higher Quality Assurance**  
**20–30% reduction** in production defects leading to higher CSAT
- **Short Test Cycles**  
Overall **20–25% reduction** in cycle time speeding up progress to production



With Infosys by their side, our client now has an automated and time-saving testing process, allowing their business team to focus on market competition and strategize towards higher business resilience.

## Infosys Healthcare Practice

Infosys empowers healthcare organizations to streamline intricate ecosystems, uniting processes, data and core systems. By forging seamless connections across the value chain, we pave the way for harmonized healthcare journeys that enhance connectivity between members and patients, fine-tune operational costs and orchestrate speed-to-market.

Learn more about how we enable organizations to amplify their possibilities and drive transformative growth.

[www.infosys.com/healthcare](http://www.infosys.com/healthcare)



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