

Generali Insurance Achieves Real-Time Quality Visibility with SpiraTeam from Inflectra

SpiraTeam provided a unified software delivery platform that is enabling the adoption of agile capabilities.

Industry
Insurance

Objective

Streamline project oversight and improve collaborative opportunities with other tools while increasing agile capabilities.

Approach

Sought a product that could cover the software delivery process from end to end.

Business Outcomes

- Allowed real time visibility of test progress and test coverage.
- Improved reporting and workflow generation.
- Increased understanding of test processes in the company.

Technology Outcomes

- Replaced over one dozen tools with a single, easy-to-use solution.
- Simplified maintenance with an easy to deploy web-based user interface
- Seamlessly Integrated other tools in Generali's technology portfolio



“SpiraTeam is a complete test management solution with a great price-to-functionality ratio. The quality of the product meets all our expectations, and we are looking forward to benefitting from the upgrades in V.6.0.”

- Andreas Eckerle, Head of Test & Quality Management at Generali

Streamlining their test and quality processes

Generali Insurance was looking to streamline and simplify their test management processes as well as get a holistic view of the status of their different projects. They were looking to reduce the number of tools and adopt agile methodologies and practices. SpiraTeam has provided Generali with a common understanding of test and QA processes across the organization and enabled real-time visibility of the test coverage of all their requirements spanning multiple projects and programs.





Background

Founded in 1831, Generali is a global leader in the insurance industry. Based in Europe with an increasingly significant presence in Eastern Europe, Asia and South America, Generali operates in nearly 50 countries with 71,000 employees.

Generali teams test customized commercial software as well as highly specialized in-house developed web applications. They also oversee 65 software projects, large migration centers and maintenance activities. The nearly 600 testers use both waterfall and agile methodologies.

Challenge

Prior to using SpiraTeam, Generali employed Bugzilla and Microsoft Excel for bug tracking, Tosca and Testlink for test management, Ranorex and Rational Functional Tester for test automation and a variety of other products related to QA including Microsoft Outlook, Microsoft Word, Jira, Jenkins and CA's Service Desk Manager, Clarity/PPM and Workbench.

Simplifying the process

Generali needed to reduce the number of different tools being used within QA to simplify and streamline their processes. They were seeking a single platform tool on which they could share requirements and incidents between different projects, accommodate both waterfall and agile projects, and maintain integrations to additional software components in their system.

In addition, Generali was looking to find a solution that they could implement throughout the company to cover the entire software delivery process, end to end.

Solution

Generali evaluated numerous tools prior to making a decision. A key factor was SpiraTeam's connections to tools the company wanted to keep, mainly the integration with the test automation tool Ranorex and issue tracking tool Jira.

In addition, SpiraTeam made the migration from Testlink very easy, as well as the import of legacy documents with the free Microsoft Excel and Word import tool.

Solution at a Glance

Products Used:

- SpiraTeam
- RemoteLaunch

Features Used:

- Requirements Management
- Release Management
- Defect Tracking
- Custom Reporting
- Task Management
- Test Management
- Program Management
- Document Management
- Automated Testing
- Exploratory Testing
- Agile Planning Boards
- Test Configuration

Scale of Implementation:

- ~ 70 projects
- ~ 600 users
- ~ 100 concurrent users



Easy to Deploy

Out of the large number of tools that were evaluated, only SpiraTeam satisfied a vital need for Generali: that the product be easy to install and maintain.

This ease of deployment and maintenance has meant that Generali has been able to quickly deploy SpiraTeam across the organization with only 1-2 hours training.

The multiple integrations to external tools ensured it would be adaptable to a variety of environments and methodologies. In addition, Generali appreciated that SpiraTeam was great value for the superior functionality.

Benefits

Adopting SpiraTeam has been beneficial to Generali in many ways, providing a common understanding of test and QA processes across the organization and enabling real-time visibility of the test coverage of all their requirements spanning multiple projects and programs.

Supporting Innovation

The Innovation Garage is the creative center of Generali Switzerland. Internal projects and external start-ups work side by side. Away from the demands of daily business, Generali is able to try out new concepts, solutions and products and realize them at speed.

The Innovation Garage promotes and encourages cross-disciplinary thinking, generating better results and achieving higher quality.

SpiraTeam has been helpful in providing a common repository where all the project and test artifacts are available for the project steering groups. It also ensures we have standard reports and workflows for the different teams.

Great Price/Functionality Ratio

According to Generali,

"... SpiraTeam is a complete solution with great price/functionality ratio. It's easy to maintain and upgrade with minimal training..."

Learn more at:

www.inflectra.com