CUSTOMER STORY – INSURANCE

Hannover Rückversicherung AG

SAP® tests – the quick and easy way

Background

With a total premium income of some nine billion euros, Hannover Rückversicherung AG (Hannover Re) is one of the leading reinsurance groups in the world. It transacts all lines of non-life, life and health reinsurance and maintains business relations with more than 5,000 insurance companies in over 150 countries. Its worldwide network consists of over 100 subsidiaries, affiliated companies, branches and representative offices in around 20 countries, with a total of around 1,800 employees.

Challenge

Reinsurers, in contrast with most other sectors, do not have standardised products but instead negotiate contracts with their customers on a case-by-case basis. It is no surprise, then, that their processes and software – and not least their software tests – are also multi-faceted. This is the case at Hannover Re, too, which ran a comprehensive project over several years to implement a new reinsurance solution that runs on SAP® and has been enhanced with more than 300 specific additions that the company developed itself. It comprises a three-layer architecture with a portal server, application server and database server. In addition to the msg/SAP® components FS-RI and FS-CD and their specific additions, it also includes numerous Oracle-based in-house developments and a Global Data Warehouse. This architecture is based and operated at the head office in Hannover.

When the old systems were replaced by this new solution, the scripts for software test automation that had been used up to that point became invalid.

Solution

In this instance, the IT quality management at Hannover Re decided to bring its test automation approach up to date. Working together with the software quality experts from SQS Software Quality Systems, the company set about arranging the automation of installation tests and system tests to run quickly and cost-effectively. This made sense in this case in particular because these automation scripts are in frequent use. The methodical approach that SQS presented followed the modular design principle. It is based on the breakdown of business requirements and test cases into individual components (business components), which can be reused elsewhere, or in other words can also be integrated into other test scripts. The advantages of this modular approach are particularly apparent when the manufacturer makes changes in the software or the graphical user interface (GUI). If each script was programmed individually and a user interface occurred in one hundred test scripts, then all one hundred scripts would have to be adapted. However, if the scripts are broken down into components, the relevant module only needs adapting once. The change then automatically happens in the remaining 99 scripts.

In conjunction with SQS, Hannover Re developed an automation strategy that enables the company to program and modify scripts quickly and easily. This included:

- Automation framework and utilisation concept for creating and modifying scripts

- Breaking down test cases into reusable components (business components)

- Release-oriented testing in a three-stage procedure via a development, test and production environment

- Use of software tools HP Quality Center for test management and Quicktest Professional for test automation, as well as LoadRunner for load and performance tests

- Use of test scripts for the provision of training data

Benefits for the Customer

- Considerable reduction in expenditure on the regularly recurring tests for SAP® components

- Safeguarding the quality of the results obtained on the tested systems

- Test scripts created and modified quickly and at low expense

- Greater flexibility of test resources and human resources

- Reduced workload for central IT quality management as test control can be performed with few staff

- Bundling of specialist departmental knowledge in test scripts

- Greater independence from specialist departments in the execution of IT processes, hence less dependence on their availability

- Participation of specialist departments in automated system tests and installation tests now only necessary after specific changes relating to their field

Contact

If you are interested in SQS' service offering regarding testing and quality management for the Insurance industry, please do not hesitate to send us an e-mail: info@sqs.com

Transforming the World Through Quality