

# MANAGED TESTING JOURNEY

Sogeti help XL Catlin to significantly  
improve release quality whilst  
reducing costs by 25%



## Summary

XL Catlin was looking for a scalable, flexible, cost effective solution that would help to reduce the overall cost of their testing activity, without impacting on quality.

After an initial project, XL Catlin decided that Sogeti offered the right solution to help them to transform their testing and signed a Managed Testing Service (MTS) agreement in 2011.

Since then, the scope of the MTS has grown and XL Catlin is now able to confidently deliver significantly higher quality releases whilst also reducing costs, and having the assurance that their day-to-day operations will not be affected.

## The Client

XL Catlin is a global specialty property/ casualty insurer and reinsurer, writing more than 30 lines of business. The company has a network of offices in more than 50 cities and a worldwide team of more than 2,400 underwriters, actuaries, claims specialists and support staff. Underwriting hubs in London, Bermuda, the United States, Asia Pacific, Europe, and Canada place the XL Catlin at the heart of every major insurance market.

## Background

In 2007, XL Catlin's architecture team started developing and testing a new Underwriting Policy and Claims system. At the time, they had no test regression pack in place; the release quality was poor, leading to a number of errors and issues in production.

Sogeti was initially engaged to help Catlin implement a part-automated regression test pack for the system. Following the success of this project, Sogeti was also asked to provide a small amount of Time and Materials resource to XL Catlin that were integrated with the testing team which, at the time, was made up of a number of contractors. This helped to reduce the risk associated with contractors leaving the team.



*"We have partnered with Sogeti since 2006. During this time they have successfully enabled us to consistently deliver better quality applications, faster, without impacting staffing costs. The real success of our partnership is based on the fact that, globally, our underwriters and claim managers can rely on a core set of shared applications with a reduced risk of downtime, or operational repercussions that used to result in increased calls to our helpdesk. This means that we can confidently deliver a reliable service to our customers time and time again."*

**David Joice**  
IT Director

At the same time, XL Catlin was looking for a scalable, flexible, cost effective solution that would reduce the overall cost of testing across the board, without impacting on the quality of their delivery.

## Selecting Sogeti

The already well-established partnership in place between XL Catlin and Sogeti, coupled with the fact that many of the test processes at XL Catlin had been designed and implemented by Sogeti in earlier projects, meant that Sogeti was already seen as delivering high quality testing services. XL Catlin's IT Director, David Joice, added, "As our processes were implemented by Sogeti, using the company as our single source provider would result in easier integration into our IS processes." On August 25th 2011, XL Catlin agreed and signed a Managed Testing Service (MTS) contract with Sogeti as a result of these many factors.

## The Solution

The MTS is built around two joint initiatives: continued cost reduction and increasing the number of projects on which formal testing was conducted. To ensure success in these areas is met, the MTS is built upon a number of Service Level Agreements (SLAs) and Key Performance Indicators (KPIs) – so Sogeti has skin in the game, and is committed to saving XL Catlin 25% off the overall cost of testing by the end of the three-year agreement.

The MTS commenced in September 2011 with Sogeti replacing all 10 external contractors. By the end of 2011 there were also four testers deployed offshore and the team was broken into four groups; performance, automation, manual function and regression, and project testers. They were embedded into both Waterfall and Agile projects and were responsible for building regression test assets for new projects that Sogeti was involved in.

Sogeti completed a knowledge transfer with offshore and onshore teams at XL Catlin lasting six weeks. Between service commencement and mid-2014, the Sogeti team size increased from 14 to 31 members, including 11 testers embedded in projects and 11 offshore testers in India.

Since the success of the testing on the Underwriting Policy and Claims system, and as the scope of the MTS increased, Sogeti was engaged to deliver testing services on a number of new projects, including mobile applications, integration testing (SOA), and testing for a new SAP General Ledger system. For the General Ledger replacement project, Sogeti collaborated with XL Catlin's Finance department to introduce an independent SIT (System Integration Testing) phase to supplement the Unit Testing and User Acceptance Testing of releases. Prior to this, there were no changes being independently tested and a number of defects slipped through to production. Since the Sogeti team has become established we now see 100% of changes being independently tested and the number of defects seen in the production environment has reduced.

## The Benefits

On day one, Sogeti saved XL Catlin 12% in the overall cost of testing by replacing their long-term contractors and is on track to achieve the 25% saving by the end of the 3 year agreement. In the last 12 months the team has never had a financially impacting SLA failure, and has consistently over achieved in a number of areas including manual test execution.

Following the change of testing strategy, in the last 6 months 100% of changes going through the SAP system are now formally tested by Sogeti. The team now has the capacity to cater for more change content and XL Catlin support us in developing processes further. There has also been a reduction in the number of post release issues.

Over the last 12 months Sogeti has helped XL Catlin to achieve a reduction in the percentage of post-go-live production defects by using a Shift Left approach – from an average of 30 per release in 2011, to just two for the previous six releases.

One of the most significant benefits of the MTS contract has been that the importance of testing has increasingly become recognised across the whole business. It has instilled confidence in XL Catlin's IT department and, more specifically, the testing activities, and created opportunities for completely new avenues of work that are also supported by Sogeti – for example Offshore Application Development which began in 2013.

David Joice is delighted with the benefits XL Catlin has realised so far through the MTS. He commented: *"For me this has been a seven year journey where we have now reached our destination of high quality release and test processes. I can finally sleep at night!"*

## Conclusion

**Through their seven year partnership with Sogeti, XL Catlin has been able to increase the quality of their release and test processes significantly, without impacting the day to day running of the IT department or the business in general. Supported by the MTS agreement, this has enabled confidence to be built in IS, the development capability to fulfil itself and a reduction in cost.**

## Contact Sogeti UK

To learn how Sogeti's Testing Services can help you achieve your testing and QA goals, please visit: [uk.sogeti.com](http://uk.sogeti.com) or contact us directly via email at [enquiries.uk@sogeti.com](mailto:enquiries.uk@sogeti.com)

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