

Large Insurance Provider Reduces Testing Resources with TestBase™

Introduction

This case study highlights one of the largest domestic writer of property insurance in the Southeastern United States, which processes vast amounts of insurers' information such as policy numbers and billing addresses.

Challenges

- Database administrators (DBAs) were spending man-hours loading and unloading single sets of data to the test environment.
- DBAs were spending time restoring files, gathering tables of data for programmers and coordinating loads of data.
- Application developers were unable to run multiple tests simultaneously.
- Due to bottlenecks in development, multiple projects were on hold and deadlines were missed. With new and evolving regulations such as HIPAA, there was a need to implement a data privacy solution.

Implementation

- The company started using SoftBase's product in 2005.
- The company has 2-to-3 test environments, they use SoftBase's TestBase in "Test 1" environment where development projects begin and where coding is being created.
- When the developers create or modify a database application that will be implemented for the entire insurance company, they need to test it using test data beforehand. TestBase allows for DBAs to use 300-400 hundred policy numbers with corresponding information such as claims, billing information, receipts of deposits, as a small cross-section of the data that can be tested to see if the program is efficient.
 - The company was able to have all 50 programmers with their own sets of data to test individual programs with actual data simultaneously.
 - TestBase also let DBAs use each other's data without causing any errors to the original data.
 - TestBase eliminated the long process of unloading a full copy of the data to complete testing for individual DBAs, thus reducing errors in multiple unloading data batches.

- Prior to implementing SoftBase, DBAs were spending 2-3 hours a day waiting for data to be available for testing that was totaling 10-12 hours a week of wasted time.

Results

- Overall, SoftBase has helped this company improve efficiency in processing its data, reducing project timelines, generating more revenue and seeing ROI on those projects.
- SoftBase's products freed up DBAs time that was spent unloading and loading data for programmers, resulting in more time spent on other projects.
- SoftBase also allowed greater control for the DBAs over the original data and allowed for all programmers to have individual data to test applications and programs. With this, the need to wait for other programmers to complete their tasks before using the same data was eliminated.
- SoftBase also allowed the company the ability to see multiple sets of data to compare before and after a program was implemented. This helped in seeing how the data started, how the data looked after the program. It confirmed how and if the program worked. It also helped to identify any errors or problems within the data.
- Furthermore, with the data-masking tools from SoftBase, the company was able to mask SSN, Tax ID numbers and bank account numbers, protecting insured numbers and enabling compliance with HIPAA and the Insurance Data Protection Act.
- SoftBase's products allowed the company the ability to have the right-sized test data in a timely manner for software development projects that allows them to do business more efficiently, generating more revenue and seeing an ROI on those projects.

About SoftBase

SoftBase, a division of Quadrant Software, is committed to creating a better DB2 development experience. By combining decades of DB2 expertise with a set of proven testing and performance-tuning tools and an unmatched customer support team, SoftBase delivers – helping application developers and DB2 administrators create reliable, high-quality applications faster and with ease. With SoftBase, you can count on tools that work as promised, and a knowledgeable support team available 24/7 to answer questions.

That's SoftBase: Proven Technology. Proven Tools. Proven Partner.