

## Customer Success Story

**Customer:** A Large Insurer  
**Solution:** XDM™ - Agile Multi-Platform Test Data Management



### **XDM™ improves Test Data Management processes for in-house, Guidewire P&C, and Life Factory applications.**

An insurance company with more than 3,000 employees needed to improve the delivery time and quality of its test data. Implementing a company-wide digital IT process was dependent on finding the right automated Test Data Management (TDM) solution. Data tables needed to be copied as required for a diversified community of users who were both independent and bound to each other. The existing system where Individual teams wrote their own provisioning tools was a high effort process and it also made comparing test results amongst groups more difficult. Replacing their old system with a more efficient and feature rich solution was needed.

Support of Db2 z/OS, Db2 LUW, MS SQL, Oracle, VSAM and SAP needed to be part of the solution and to integrate data in a functional way. In addition to in-house developed software, it was also essential that vendor packages Guidewire, Life Factory and other future software be supported. Migration to Guidewire from in-house systems was part of the digital transformation project which linked motor claims with ClaimCenter and policy handling with PolicyCenter. Similarly the Life Factory had to be covered for Life Insurance and Capital applications.

Automation and sensitive data masking were viewed as must have's for a viable solution. Freeing up of technical resources and increasing overall productivity was a requirement. Providing valuable data security to sensitive customer and company data with low to no overhead was also a key requirement. Support for agile development, DevOps and having product extensibility were also desired.

### **The Solution**

After an extensive review of several vendor Test Data Management solutions, XDM™ was chosen as the most comprehensive and best value proposition available. XDM met and exceeded all the requisite items specified by the selection group. Intelligent automation, flexible copying features, data masking, and performance were key features to support their digital transformation projects. The XDM solution worked seamlessly between the legacy systems and the new applications. Having

one cohesive and comprehensive product to address so many varied needs was a key factor in XDM's winning bid.

The Test Data Management (TDM) process starts by creating a Golden Copy (or Golden Master) of production data. The data anonymization on the eVB number was achieved during the copy process and standard fields applied – see diagram below. Sensitive data is anonymized/masked and interchanged as needed. For the vehicle license plate only the numbers are exchanged because of certain properties/relations need to be maintained. The address masking and transformation made sure the new street fits and corresponds to the postal code area. The large copy and anonymization process **completed within 13 hours versus the 70 plus hours** taken by their previous procedures. Additionally, compared to previous procedure the customer liked the fact that no stopping of their application system was needed.



**Figure 1: The large copy and anonymization process completed in 13 hours versus 70+ hours.**

XDM™ Data Shop is used to select individual test cases. Users can easily order test data, and for example, search and select insurance certificate numbers easily. After ordering test data on-demand, jobs are executed in the background and the data is embedded in the target environment. Users can order on-demand data or execute predefined test data scenarios with minimal effort. Integration with Agile or DevOps processes is commonplace.

### SAP Area

For SAP test data provisioning, a partner tool that integrates with our TDM is used. The provisioning of test case data and anonymization is done via the integrated exchange of files and ensures consistent anonymization. First, the TDM Suite is activated, then the partner tool. This can be a scheduler controlled operation of the TDM and partner solution.

## Outlook

A coming TDM product enhancement will log which data from which environment is copied. This will help track data movement and prevent needed test data from accidentally be overwritten.

As a result of customer feedback, an additional enhancement will enable selection of many individual test case constellations. One example, selecting insureds of an age group with certain damage.

## In Summary

XDM's comprehensive Test Data Management capabilities and ease of use improves test and QA processes with intelligent automation and enhanced workflows to promote a smother and faster digital transformation.

**In North America, contact ESAi to see how our solutions can help you too.**

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