



## Exceptional, tried and tested, Insurance Tech assurance capabilities

### Our experience, your benefit

For many years, we have been the **lead QA partner** for one of the UK's **biggest and fastest growing general insurers**.

As a key player within their technology delivery and transformation space, we have supported their rapid technological evolution, business expansion and acquisitions across both their **Direct and Broker** lines of business.

This, along with **other financial services sector experience**, has equipped us with the proven capabilities, strength, in-depth and regulatory regime knowledge, needed to take on the most demanding insurance tech assurance challenges.

### The need for (re)assurance

In an industry that is increasingly defined by and **dependent on advanced technology**, insurance providers are becoming more and more exposed to the risk of technology failures. Delivery certainty and velocity and operational dependability and quality have become key contributors to success.

These days, **robust, informed and effective quality assurance** and testing underpins successful delivery, high quality service and the avoidance of failure. We are able to deliver these outcomes, providing the reassurance the business demands from the delivery side.

Insurers don't need a mechanistic test machine, they need an **informed, committed, competent partner**, one that can be the difference between achieving a successful high quality result and suffering from a slow problematic technology delivery. We provide this.

### The big difference

Unlike most organisations offering assurance services, we are led by engineers and delivery people. Poachers turned gamekeepers. This together with our sector experience creates the ability to make a real difference.

The broader range of technical and delivery capabilities that we have to hand, means that customers benefit from wider holistic approaches and coverage. Our technical capabilities are an enabler, removing dependencies on others. Our teams' delivery leadership skills pull workstreams together to feed the assurance process. Our development knowledge ensures technical flaws are identified and characterised early on.

Customers find they have a partner that is not only an **informed quality advocate**, but also one that can step in to drive and deliver whatever actions are necessary to achieve a quality outcome.

### Diverse projects

Delivering for our insurance customer along with other financial services companies, has required us to develop approaches, practices and tools tailored to a wide variety of deliveries and technology challenges. During our journey we have:

- Owned quality assurance and testing on **large scale business critical system transformation** programmes. One system replacement programme extended over three years with delivery costs in excess of £100m.

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*"SQC's lead was instrumental in ensuring the project's go live readiness. They owned the QA and test strategy, delivered clear status reporting, and led the Go/No Go process with precision - identifying blockers, driving fixes, and enabling a confident launch. Their proactive defect management and performance oversight kept quality high under tight timelines.*

*Beyond their own remit, they maintained critical plans and trackers, ensuring dependencies stayed visible and delivery stayed on track. An heroic effort that turned complexity into clarity and delivered when it mattered most."*

- Director of Distribution, UK General Insurer

## Our Values

### Inventive

We challenge conventional thinking and consider all solutions, including those that aren't always apparent. Our innovative approach ensures we deliver the most appropriate solution to resolve our customers challenges, no matter how difficult or complex those challenges may be.

### Dependable

We have repeatedly proven that customers can depend on us to take ownership and deliver positive outcomes. Our commitment, experience and systematic approach, means that you will always be in a 'safe pair of hands' with us.

### Flexible

We react quickly in times of trouble and readily adapt to changing goals and situations. We provide a variety of working models, including team augmentation, fully managed service and turnkey solutions and outcomes. Our flexibility gives our customers a real advantage.

### Competent

We offer a deeply experienced tight-knit team who have been working together for many years. We are sharp, focused and completely committed to providing quality solutions that make a real difference to our customers.

## Diverse projects *(continued)*

- Provided a testing team that enabled an insurer to establish and develop their **enterprise data and analytics solutions**, over the past six years.
- Led a service assuring the **onboarding of new brokers**, whilst **testing policy administration and pricing and underwriting** of the broker specific products. The service handled thirty such initiatives in a single year.
- Tested **motor and home product implementations using Radar Live** for the direct business.
- Developed **innovative tools that automate the testing of insurance products**.
- Led the assurance of the **implementation of products** and of the **policy migration process** needed to transfer a book of circa one million policies to implement a twenty-year partnership deal.
- Overseen assurance of multiple technology migrations including moving a **mainframe into a managed service**, the introduction of **insurance hosted pricing** and the movement of multiple **systems to cloud hosting**.
- Provided **technical and performance assurance** of systems, including quoting systems dealing with **hundreds of quotes per second** coming in from price comparison websites.

## Insurance Tech Assurance Services

We offer the full breadth of high value capabilities needed to guarantee on time, quality outcomes. These services include:

- **Assurance and test architects** who provide customers with strategic advice during the planning and shaping of major programmes. Anticipating and avoiding the pitfalls and flawed plans that cripple many. They help ensure the creation of realistic roadmaps and sound delivery plans.
- Sound quality assurance and test approaches created by our talented and experienced **programme test management team**. Later, their leadership directs the efficient and effective delivery of these approaches in the face of fluid plans and challenging conditions.
- **Test analysis**, delivered by leads with in-depth experience of the sector, ensures testing aggressively challenges the solution, surfacing flaws in requirements, designs and implementation.
- Specialists **testing pricing and underwriting** rule implementations, their work supported by tools that we've developed for this purpose. Others focus on the **testing of the data solutions** that underpin the operation of an insurance business and on **complex data and policy migration problems**.
- **Technical risks** are tackled by engineers with deep technology, dependability and performance engineering experience.
- **System integration** testing is delivered by engineers who focus on what **breaks on the boundaries** between systems.

Service delivery is supported by tried and tested capabilities in risk assessment, test management, defect management, test automation, DevOps, test environment creation, test data curation and creation and in the building of simulated services and mocks.

### Services & technologies we have worked with include:



## Services

We are a trusted advisor to CxO's, giving sound and honest advice on difficult, complex or sensitive matters. We advise during planning, execution and when things are not going so well. We provide:

- **Clear Vision:** We consider challenges cohesively, thinking ahead and addressing the broader impacts, to provide advice that will be sound both now and in the future.
- **Independent Thought:** We do not 'follow the crowd', we will not be peddling the latest 'bandwagon'.
- **Systematic Analysis:** We are methodical and disciplined and provide clear reasoning in support of our advice.
- **A True Partner:** We are a 'critical friend' of our customers. As well as providing sound advice, we will challenge, when necessary, even though it may not be popular.

Our leadership skills combined with our expert knowledge, gives us the rare ability to lead both strategically and operationally. We take complete responsibility for leading any activity required to achieve success, and we will quickly form a coherent plan, introduce controls, create stability and drive delivery.

Our leadership style is calm, focused, disciplined and clear, with a culture of approachability, openness and integrity. We lead by example and will challenge norms and conventions if we feel they are preventing success.

Our customers appreciate our stamina and speed, as well as our focus on quality and value. Senior management, delivery teams and individual engineers appreciate our subject matter understanding.

We lead knowing the 'content' of what is being done, rather than administratively chasing a set of generic 'tasks'.

Strong analysis, design, software and technology engineering capabilities, combined with excellent engineering management practices, place us in the perfect position to deliver niche, complex and critical software and technology-centric changes, projects and outcomes. We specialise in:

- **Crystallising the Need:** We turn vague and inconsistent expressions of need into clear actionable requirements.
- **Shaping the Solution:** We formulate sound solution designs that combine high level structure with exploration of critical details.
- **Robust Implementation:** We create products that are robust and reliable, not ones hanging on by a thread.

We perform assurance and manage testing services at all scales for organisations of all sizes. We specialise in assuring sophisticated, high-intensity, critical projects and systems.

We develop sound knowledge of the business domain and of the solution intent, as the basis for any assurance work. We recognise this is the essential foundation of success.

We assure programmes and solutions. For programmes we assess and advise. For solutions we shape what is required and then we guide or manage or deliver these activities. We assess designs and test implementations. We have an ethos of opinionated autonomy, we champion quality to balance the tendency to sacrifice quality for expediency.

Organisations faced with critical problems turn to us for help. Our problem management and technical capabilities have been the pivotal factor that has ended many a CxO's sleepless nights. We provide:

- **Problem Management:** Leading the efforts of the people brought together to work on the issue, ensuring focus, clarity and effectiveness.
- **Problem Diagnosis:** Using our expertise to perform the technical investigation and analysis needed to diagnose root cause.
- **Problem Elimination:** Selecting, designing and implementing changes to fix the cause and then deploying and applying the solution to completely eliminate the problem.