

HUK-COBURG

To provide excellent customer care and prevent downtime, HUK-COBURG turned to Micro Focus® Silk4J and Silk Performer™ for regression, performance and load testing.



Overview

For an insurer like HUK-COBURG, trouble-free IT-based support for all relevant business processes is crucially important. System downtimes are unacceptable. The company offers a very wide range of products—from vehicle, indemnity and accident insurance, to life insurance and health insurance. As such, the underlying IT infrastructure and application landscape is varied and complex.

Challenge

The central premise of the HUK-COBURG IT security strategy is to ensure that the internal applications are permanently available for the approximately 9,000 employees across the company in order to guarantee the best customer care. It is also vital that the Internet sales service via its subsidiary HUK24 does not suffer any downtime. This means that functional, regression and performance testing play a key role.

“Today, Silk4J is an integral part of our automated testing procedures and is therefore of vital importance to our entire quality assurance system.”

H. BRÜCKNER
E2E Specialist
HUK-COBURG

The primary objective is to ensure that all business-critical applications run smoothly and are error free. To do this, HUK-COBURG uses the concept of end-to-end monitoring. An example is cyclical monitoring of the functionality of business-critical applications from a user perspective, which involves all system components such as host applications, databases and client workstations.

Solution

To ensure a high level of application availability as well as trouble-free business transaction processing, the insurance group uses Micro Focus solutions: Silk4J with Eclipse for automated functional testing and Silk Performer for load and performance testing.

HUK-COBURG previously used the Tosca test automation solution from Austrian manufacturer Tricentis for GUI-based end-to-end monitoring (E2E), with approximately 50 transactions. “Essentially, we were happy with the solution, but there were some functional limitations. For example, it was not possible to use the same script for different test environments,” explains E2E specialists H. Brückner, S. Forkel and D. Lechner at HUK-COBURG. “The solution was also extremely high-maintenance, especially when it came to implementing version updates. Ultimately, this prompted us to look for a new solution for GUI-based endurance tests.”



HUK-COBURG
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At a Glance

■ Industry

Insurance

■ Location

Germany

■ Challenge

Preventing downtime and providing excellent customer care are essential for HUK-COBURG. This means that functional, regression and performance testing play a key role for the organization.

■ Solution

Use Silk4J for automated functional testing and use Silk Performer for load and performance testing.

■ Results

- + Provided the ability to detect errors early through 10,000 automated tests daily
- + Provided cost-effective load testing

“Short response times and a competent contact person are very important to us. And this is exactly what Borland (now part of Micro Focus) provides us with.”

EXPERTS FROM THE E2E TEAM
HUK-COBURG

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HUK-COBURG opted for Silk4J, which enables fast, automated execution of functional and regression tests. Silk4J is a powerful plug-in version of Silk Test that supports the creation of Java-based test scripts in Eclipse environments. The solution offers the functional diversity of Silk Test™, Micro Focus's test automation solution, as well as easy-to-manage scripts that enable the testing of a wide range of applications in different client environments. Silk4J supports a broad range of technologies, from Ajax, Web, Java, .NET, client server and terminal host applications, to SAP systems.

Implementation took around three months, including the definition of access methods and access classes, as well as the encapsulation of test steps.

Results

With Silk4J, fully automated GUI tests run every four minutes throughout the day, so the 50 specified business transactions are monitored continuously from 7am to 8pm. With 10,000 tests being run daily, errors are detected quickly. An average of around ten errors occur each day, many of which are due to minor issues such as the short-term unavailability of a system. Serious errors are an absolute exception.

HUK-COBURG stores test data for around three to four months, primarily for statistical analysis but also to help analyze previous errors where necessary.

“Today, Silk4J is an integral part of our automated testing procedures and is therefore vitally important to our entire quality assurance system,” explains H. Brückner.

“Reliable and stable with intuitive operation,” says a Silk4J script developer at HUK-COBURG,

summarizing the benefits of Silk4J. The integration of the solution into Eclipse, as well as process-optimizing and time-saving features such as simple debugging and rapid script creation, is also important to HUK-COBURG.

Micro Focus also impresses with its service and support. “Short response times and a competent contact person are very important to us. And this is exactly what Borland (now part of Micro Focus) provides us with,” say the experts from the E2E team at HUK-COBURG.

Silk Performer ensures that HUK24, HUK-COBURG's subsidiary online insurance offering, provides top-notch website performance with high availability and stability.

Silk Performer offers cost-effective performance and load tests for web, enterprise and mobile applications. Silk Performer offers universal use by supporting all standard interfaces and protocols.

For example, HUK-COBURG runs load tests on the HUK24 website using Silk Performer to monitor the application response times or the maximum user number. This enables the quick identification and resolution of potential weaknesses. The combination of Silk Performer and Transaction Management Application Response Time (TMART) from BMC Software offers a high level of efficiency since Silk Performer scripts can be used unaltered in the BMC solution.

Overall, the HUK-COBURG insurance group is now well equipped to reliably prevent operational risks with end-to-end monitoring and cross-technology test automation.



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