

CASE STUDY:

Grange Insurance Association

Value is Where You Add It

When conversations began between Marias and Grange Insurance Association of Seattle, Washington, Grange wanted to discuss the possibility of outsourcing their regression testing so their key subject-matter experts could focus on requirements building, troubleshooting, and other more strategic activities. After sharing our capabilities with them, they gave us an initial engagement. They used two of our team members early on, then went to three as their testing demands increased.

Once we'd demonstrated our expertise and diligence with testing, they asked us to help define and document requirements for their commercial auto, commercial excess, homeowners, and farm lines. Given our background in insurance, the Grange team didn't have to tell us how their software is supposed to work. We're able to take their specs, test against them, evaluate the results, determine what works and what doesn't, determine why the things that didn't work didn't work, fix them, and test new software, enhancements, and upgrades against their production system.

Doing Our Part to Partner

Many companies talk about partnerships. We believe we have to earn them by adhering to our standards and our professionalism, even as we make it easy to do business with us. Whether it's responding to changing requirements, making resources available on the fly, or being flexible with contracting and billing, our first obligation is to our customers.

By the same token, the folks at Grange have always been respectful and appreciative. They communicate with us openly, they seek our guidance, they consider every one of our suggestions, and they interact with us as if we're part

"We brought Marias on because of their knowledge of two things — the insurance industry and technology. This is not something that's just theoretical for us. We're actually in production. They know how systems should work here because they've seen them work somewhere else. They've been involved in the testing and implementation of systems at other companies."

— Ralph Carlile, Grange Insurance

"Their depth of knowledge is where it really makes a difference. If you were to just hire a QA person off the street, even if they're good at QA, they're only going to test what the specs say. They'd have no frame of reference or context in the industry, and that's Marias' huge benefit. That knowledge has also enabled them to make recommendations for major cost savings in the course of our relationship."

— Curtis Mast, Grange Insurance

of their organization. Regardless of the depth or nature of the questions we ask about their business and the outcomes they desire, they're completely transparent. Their trust is an indication of the mutual value our companies provide to each other.

Above and Beyond

Because we're business people, we have contracts that bind us to the work we agree to do. Because we're responsible people, we're willing to extend ourselves beyond the strict terms of those contracts to help our clients achieve their objectives.

We perform extra testing iterations to ensure accuracy. We dig as much as necessary to identify and detail system glitches. We apply extra care to making sure our descriptions and documentation are precise enough that Darlene, Patty, Bill, and others won't have to spend time on them. We go extra miles to demonstrate the return on Grange's investment in us is more than fair. We help them control their costs by being less expensive than the FTEs they'd otherwise need to do the work they do. And we enabled Grange to change the workload by seeing us — not as adjunct — but as a part of their team with the same level of engagement and responsibility that their staff members do.

The people from Marias are acting as the equivalents of BAs. Their questions are relevant, and they're probing for information we may not have thought of. So, they're very helpful to us as a partner in this effort.

— Sara Graham, Grange Insurance

Reliable Flexibility

Since the folks at Grange have so many other things that require their attention, we make sure we respond nimbly to whatever needs might arise. If we find something in our testing, for example, that requires more focus, we apply ourselves to it. If something comes up on a Wednesday that differs from our priority on Monday, we take care of it.

It's one of the ways in which we earn our keep and maintain the trust Grange has granted us.

Call us today at 866-611-2212 or visit us online at www.mariastechnology.com

"In testing our claims system as we were implementing farm owners' insurance, Marias's attention to detail enabled them to catch bugs that had been in our production system for years that no one else had ever caught."

— Bill Bulman, Grange Insurance

"Even though they're in the eastern time zone, they're always available. We hear from them well into the evenings. So, we always feel like we have a safety net."

— Laura Vallieres, Grange Insurance

"The real test of Marias as a company is the loyalty of their people. When one of their employees leaves, it's heart-wrenching in that company to see the response and the feelings they display at losing one of their own. You just don't see that today. It's one of the reasons we value them so highly because, as a company, we're exactly the same way. And it's something they should take a lot of pride in."

— Ralph Carlile, Grange Insurance

"I'm able to hand over specs and not have to spend days and weeks and months writing up test cases. They develop their own test cases from those specs, from our requirements. Then, when they find errors, I'm able to understand the results they give me without have to ask for a translation."

— Darlene Moses, Grange Insurance
