



Unleashing AI Velocity: QMentisAI Delivers a 125% Test Design Lift for a Global Insurance Leader



125%

More test cases designed



60%

QA effort savings



90%

Test coverage through AI-assisted validation



91%

AI-tool adoption post-pilot

A world-leading independent insurance brokerage provider has been offering customized risk management, benefits, and retirement solutions across multiple industries. **Their quality engineering team was implementing software solutions to support critical insurance operations**, requiring robust testing frameworks to ensure reliability, accuracy, and compliance. However, traditional manual testing approaches were creating bottlenecks in the software delivery lifecycle, **impacting time-to-market and overall quality assurance effectiveness**.



Challenges

● Ambiguous User Stories Leading to Rework

User stories lacked clarity, leading to frequent misinterpretations during test case design, weak acceptance criteria, and rework and repeated iterations that delayed release timelines.

● Time-Consuming Manual Test Design

Quality engineering experts were spending excessive time from test case design to development. The manual approach limited test coverage expansion, slowed down releases, and consumed valuable resources that could be applied to strategic testing activities.

● Inefficient Defect Documentation & Reporting

Poor defect reporting and documentation, relying on manual efforts, lacked consistency. It often missed critical details about root causes, delaying triage and resolution slower and reducing overall team productivity.

● Low Adoption of AI Tools

Legacy testing processes hindered the integration of AI-powered testing tools due to concerns about accuracy, integration complexity, and the lack of validation mechanisms.

● Limited Visibility into Testing Metrics

The absence of comprehensive tracking and reporting mechanisms made it difficult to measure productivity gains, identify bottlenecks, and demonstrate the value of process improvements to stakeholders.

Solutions

SOC2 Type 2 Compliance

Following a thorough client review of QualiZeal's SOC2 Type 2 compliance report, QMentisAI was successfully integrated into the client's testing ecosystem, ensuring enterprise-grade security and compliance standards were maintained.

AI-Powered Test Design with Human Validation

Deployed QMentisAI for GenAI-led test case and script generation. The platform's human-in-the-loop model allowed human expert validation while combining intelligent automation. The automated and expanded test coverage, leveraging QMentisAI's algorithms, helped analyze requirements, identify edge cases, generate test cases, test plans, and scripts, significantly reducing manual effort by 60%.

Intelligent Defect Reporting & Root Cause Analysis

AI-assisted defect documentation helped automatically identify bug details, populate potential root causes, and standardize reporting formats. This enabled rapid assessment, more effective debugging, and accelerated resolution cycles.

Realtime QE Dashboard

Robust tracking mechanisms within QMentisAI to measure test cases, test coverage improvements, defects, and root cause across the quality engineering team, provided end-to-end visibility in metrics for ROI, productivity, and quality outcomes.

Increased Adoption of AI

Our team rolled out QMentisAI through structured pilot programs that demonstrated value, gathered user feedback, and addressed concerns. This approach built confidence in AI-assisted testing and drove widespread team adoption from initial pilots to organization-wide usage.

Key Results

125% Increase in Test Coverage

QMentisAI enabled the team to design 125% more test cases compared to manual approaches, dramatically expanding test coverage across critical insurance workflows and edge cases.

90%+ Accuracy in Test Outputs

Achieved over 90% accuracy in both test case relevance and bug report completeness through AI generation combined with expert validation, ensuring high-quality testing artifacts.

60% Effort Reduction

Documented effort savings of 40-60% in manual testing activities across eligible areas, freeing quality engineers to focus on exploratory testing, risk analysis, and strategic quality initiatives.

91% Team Adoption Rate

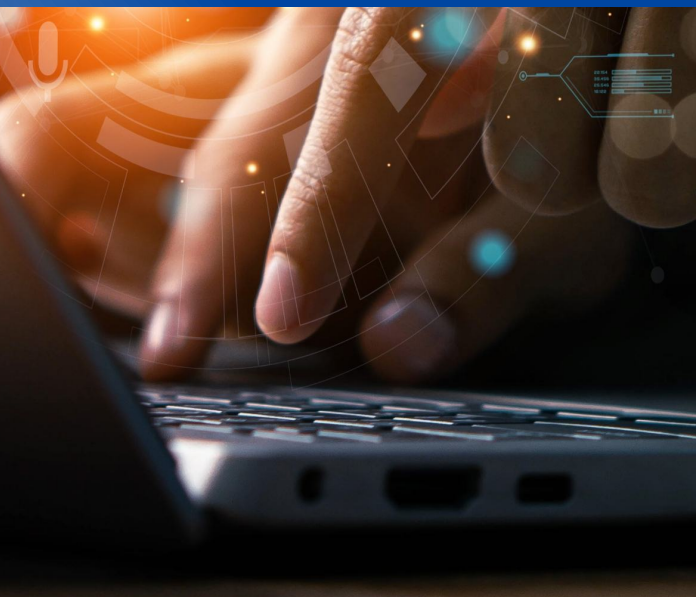
Team usage increased from initial pilot programs to 91% organization-wide adoption, demonstrating strong user confidence in QMentisAI.

Faster Bug Resolution Cycles

AI-assisted bug reporting with root cause suggestions significantly reduced triage time and accelerated defect resolution, improving overall development velocity.

Enhanced Test Documentation Quality

Standardized, comprehensive test documentation improved knowledge transfer, reduced onboarding time for new team members, and created reusable test assets.

A close-up photograph of hands typing on a laptop keyboard. The image is overlaid with a futuristic digital interface featuring glowing orange and blue lines, circles, and data-like elements, suggesting a high-tech or AI-driven environment.

Tools & Technologies

- **QMentisAI Platform** – AI-powered test case generation and bug reporting with human-in-the-loop validation
- **RAG (Retrieval-Augmented Generation)** – Context-aware test intelligence
- **Intelligent Defect Templates** – Standardized bug reporting framework
- **Edge-Case Analysis Engine** – Automated scenario discovery and gap identification

About



QualiZeal is the world's fastest-growing Quality Engineering (QE) services company, known for its automation-first, AI-led, and platform-driven approach to software quality. Its diverse digital transformation portfolio includes Quality Engineering, Digital Engineering, Advisory & Transformation, and Emerging Technology Testing. QualiZeal's award-winning proprietary platforms, QMentisAI™ (patent-pending) and QualiCentral, pioneer the innovative use of AI and GenAI to solve complex enterprise QE challenges at speed and scale. ValidAlte™, its AI assurance framework, and NexaAI™, its enterprise AI development service, ensure AI systems scale to production with safety, trust, and auditability.

Recognized by Gartner, Everest Group, Forrester, Frost & Sullivan, and NelsonHall, QualiZeal has received numerous accolades. The prestigious accolades include the 2025 Gold Stevie® Award for Fastest Growing Tech Company of the Year (American Business Awards®), #1 in the SMU Cox Dallas 100 Entrepreneur Awards, Great Place to Work®-Best Workplaces for Women 2025, and more. Trusted by 70+ global enterprises and backed by 850+ elite quality engineers, it drives seamless digital transformation—reflected in its industry-leading Net Promoter Score (NPS) of 80+.



www.qualizeal.com

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