

Financial Insurer's Bottleneck: Manual Email Validation Slowed Key Workflows



Renowned for life insurance, health plans, pensions, and wealth management, a leading financial services provider, faced delays and errors due to a manual email validation process. We streamlined the process with end-to-end automation, eliminating manual bottlenecks.

Continuous testing was built into every release, ensuring smoother rollouts.

Collaborative version control brought consistency, while test coverage expanded across all key workflows—claims, renewals, and policy updates.

Impact

With our intelligent automation framework, the client has seen noticeable improvements across the board:

90%

fewer customer-side escalations driven by faster, more reliable communication

75%

Automation coverage across policy updates, claims, renewals, and more

2x

Faster time-to-market for new releases

Tezo Edge

Operational Pressure

Manual email validation often led to delays, errors, and inconsistent experiences for customers across key insurance workflows.

Missed or incorrect email communications were driving up customer escalations.

Limited test coverage meant critical gaps in validation, increasing risk across operations.

Manual test cycles slowed down release timelines and added to operational costs.

Strategic Intervention



Implemented an end-to-end automation suite that streamlined email testing and boosted accuracy.



By integrating continuous testing, we caught issues early, well before they could reach production.



Our scalable framework ensured every critical workflow—policy updates, claims, renewals, was fully covered.



With seamless CI/CD integration using Maven, TestNG, and GitHub, test execution became faster and more efficient.

Tech Stack

cucumber



Jenkins

TestNG



Graph API



Java

Maven



GitHub

Let's build your AI advantage.

If you're rethinking how your systems, data, and teams should work together, you're in the right place.

Talk To Us