

Quality Assurance

Overview

- A risk mitigation tool for TIA installations.
- Secures the key phases in an implementation project.
- TIA QA is carried out by a Senior TIA Expert.
- Identifies gaps in relation to TIA Core and offers solutions.
- The customer and implementation partner provide relevant information in preparation for each Quality Assurance session.
- The results of the TIA Quality Assurance are documented in a report and presented.

TIA Quality Assurance (QA)

IA Quality Assurance ensures that the installation process of the TIA Solution is completed successfully and ensures that customers remain on the core upgrade path and take full advantage of future versions of the TIA Solution.

TIA Quality Assurance is an opportunity for TIA customers and implementation partners to carry out ongoing reviews of a TIA installation in order to:

- Ensure that the Solution meets the customer's business requirements
- Avoid unnecessary customization of TIA Core
- Ensure that the Solution is deployed in line with TIA best practices and standards
- Suggest alternative solutions to gaps such as the use of business functions and business process re-engineering.
- Ensure that current and future TIA development plans and product enhancements are taken into consideration

All work by TIA is done in collaboration with the customer and implementation partner.

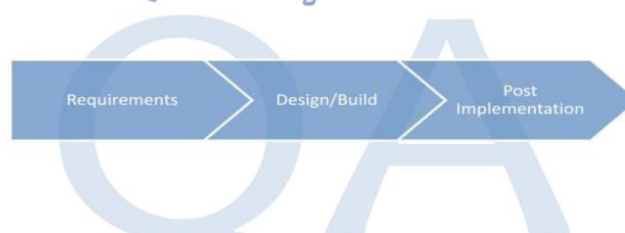
Who conducts TIA QA?

TIA Quality Assurance is conducted by Senior TIA Experts who have in-depth knowledge of TIA and a high level of business insight related to the insurance industry. TIA Quality Assurance includes a number of periodic reviews that are aligned to the different phases of an implementation project.

The Value:

- Reduce the risk of an installation
- Use standard solution rather than customization
- Reduce the Total Cost of Ownership

TIA Quality Assurance



About PS

ABOUT PS TIA Professional Services is a unique consultancy service provided by TIA Technology to ensure the longevity and continuous value of customers' TIA Solution.

TIA Professional Services enables customers to protect their investment and lower their cost of ownership.

TIA Professional Services also ensures that your TIA Solution fully lives up to, and hopefully exceeds, business case expectations.

Services provided

- Health Check
- Upgrade Services
- Quality Assurance
- Implementation Help
- Add On Tools
- Customer Driven Enhancements (CDEs)

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Three phases of Quality Assurance

The Analysis Phase

This phase is planned once business requirements and gaps have been identified and before the technical design and build process starts. This is normally conducted as a 2-day workshop on-site.

Purpose:

- Review and give advice on identified gaps
- Secure maximum use of TIA Architecture and Core functionality
- Ensure that the planned project and design are in line with TIA Core best practice.
- Sell standard system philosophy

The Design and Build Phase

This review is an ongoing process facilitated by a number of minor Quality Assurances during the design and build phase, followed by a major Quality Assurance just before commencement of testing. This approach is designed to provide reassurance to the customer that no major changes are needed in the critical phase prior to testing. These sessions will be a mix of on-site and off-site. Time spent is dependent on each specific project and the number of gaps identified.

Purpose:

- Review completed areas including usage of TIA Core
- Review of high-level functional specifications for gaps in TIA Core
- Review of functional and technical specifications for larger gaps which are to be addressed through customization
- Review of code, build-guides and documentation
- Identify problems and issues to proactively help the customer.
- Identify potential upgrade and performance problems

Post Implementation Phase

This is the final review once the customer is operating the system live. The main focus is to evaluate the success of the installation. This post implementation TIA Quality Assurance will be performed at an on-site meeting.

Purpose:

- Ensure that business requirements have been fulfilled
- Review the live TIA installation
- Review the process of the TIA installation.
- Review the final test report
- Review outstanding issues in relation to future development of TIA Core