

# Seamless Transition: Testing 'shift left' delivers flawless insurance platform migration



When FMG, a leading rural New Zealand insurance provider, embarked on a journey to migrate and upgrade its on-premise core platform system to a cloud-based Software-as-a-Service (SaaS) solution, the stakes were high. The platform underpins critical operations, and any misstep would disrupt services, affecting customer trust and incurring costs to the business. With a significant in-house team, supported by Assurity Consulting delivering comprehensive testing and quality assurance services, FMG achieved a seamless and secure migration to the new system on-time and on-budget in mid-2025.

FMG, a large rural and ag sector insurer that provides services to tens of thousands of policyholders, modernised its infrastructure and improved customer experience by transitioning to the cloud while maintaining uninterrupted service.

## Results ✨

Delivered a disruption-free go-live with a stable new SaaS core platform.

Increased testing coverage and efficiency through Manila-based support and early issue detection.

Built a long-term regression suite that strengthens future releases and reduces operational risk.



# About

## Organisation

FMG

## Sector

Insurance

## Capabilities

Quality Assurance and testing via the Manila-based Integrated Innovation Hub

FMG is a New Zealand mutual insurer founded by farmers in 1905. Still 100% New Zealand-owned and operated, it supports farmers and growers nationwide through regional offices.

The organisation provides insurance and risk advice for rural businesses and primary producers, serving tens of thousands of members and drawing on more than a century of experience in New Zealand's primary sector.

# Situation

In early 2024, FMG sets out to migrate its core platform to a SaaS model, aiming to improve customer accessibility, enhance scalability and reduce maintenance overhead. "This platform is the backbone of our operations," explains FMG Manager Testing, Helen Pokydko. "There was a lot at stake – reliability, security, and customer trust. We couldn't afford any disruptions."

The migration required integrating the existing platform with new cloud infrastructure, ensuring compatibility with internal processes, and maintaining stringent security standards. The challenge was twofold: technical precision to prevent regressions and a seamless user experience to maintain customer confidence. "We needed a Quality Assurance (QA) approach that could handle the complexity of a core system migration while keeping us on track for go-live," Helen says.

FMG's internal QA team of test analysts and engineers was sizable but stretched. To meet the project's demands, additional capacity was needed. Assurity Consulting, a preferred QA partner for over two years, was selected for its proven track record and low-cost, high-quality offshore capabilities.

"Assurity's Integrated Innovation Hub based in Manila offered excellent skills augmenting our internal capability, along with a suitable time zone for real-time collaboration," notes Helen. "Their experience and ability to work as one team with us made this an ideal fit."



# Solution

The Assurity Consulting team included three test engineers, working alongside FMG's internal team. "We wanted a unified team effort," Helen says. "Assurity's engineers integrated well, bringing technical expertise and a collaborative mindset to deliver our goals."

By adopting a "shift left" approach and embedding rigorous testing early in the migration process, issues were identified well ahead of any production environments. The scope was to develop an automated regression testing suite to ensure long-term system stability, complementing the internal team's testing efforts.

The suite was built using the insurer's in-house testing framework, with Assurity's engineers quickly mastering it and contributing enhancements. "They picked up our framework rapidly and even suggested some improvements," Helen recounts.

The comprehensive FMG testing strategy included System Testing to validate cloud integration, User Acceptance Testing (UAT) to align with business requirements, and automated regression testing to ensure no defects emerged post-migration.

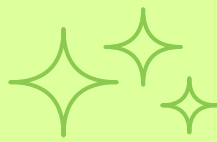
Assurity's engineers actively participated in daily team chats, knowledge-sharing sessions, and collaborative problem-solving, fostering a culture of open communication. "We made it clear from day one that questions and feedback were welcome," Helen says. "This helped the team gel quickly and work as a single unit."

The Manila-based engineers brought additional value through their insurance industry experience, enabling rapid understanding of complex business processes and aligning testing with real-world needs. "Their domain knowledge reduced misunderstandings and ensured our testing was practical and effective," Helen adds.

"Assurity's engineers integrated well, bringing technical expertise and a collaborative mindset to deliver our goals."



# Results



In August 2025, FMG achieved a disruption-free go-live with its SaaS version of their core insurance platform. Assurity's contribution significantly boosted testing coverage and efficiency. "The suite allowed us to test repeatedly and catch issues early, ensuring a stable platform for our customers," Helen says.

Describing the collaboration as seamless, with Assurity's Manila-based engineers integrating fully into FMG's team, Helen says their work helped to limit defects during stabilisation and laid the foundation for future releases.

Feedback from FMG highlights the individual excellence of Assurity's team, with praise for technical expertise, rapid adaptation, and proactive suggestions for process improvements. "They didn't just deliver, they enhanced our approach," said Helen.

The team's open communication, fostered by clear expectations and a supportive culture, was key to their success. "We treated every challenge as a learning opportunity, and Assurity's engineers embraced that mindset," adds Helen.

The migration's success has broader implications, positioning FMG to deliver faster, more reliable services to policyholders while reducing operational costs and supporting the company's goal of staying competitive in a dynamic market. "Assurity's work has given us confidence in our platform's future," Helen says.

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— **Helen Pokydko**  
Manager Testing, FMG



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