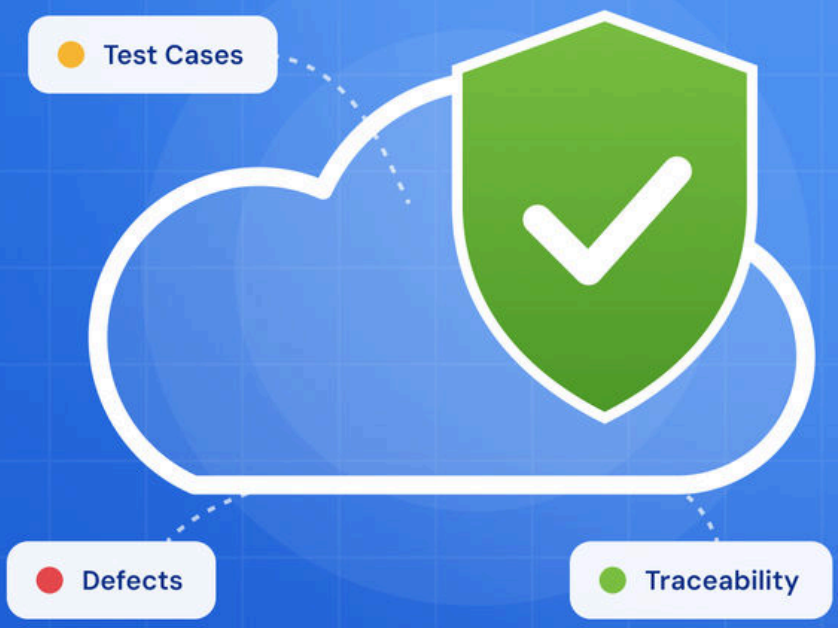
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CASE STUDY

A Gulf Insurance Company Consolidates Testing on a Single Cloud Platform

How replacing TestRail and Jira with Kualitee delivered end-to-end traceability, clear ownership, and one subscription instead of two.

INDUSTRY	REGION	REPLACED
Insurance	Gulf	TestRail + Jira

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A Gulf Insurance Company Consolidates Testing on a Single Cloud Platform

Client Snapshot

The client is an insurance company operating in the Gulf region, running a QA function that handled both test case management and defect tracking as part of its day-to-day software delivery process.
Like many organizations at a certain scale, they had built their testing workflow around a combination of specialized tools rather than a single platform, a setup that eventually became more of a liability than a convenience.

Background

The client relied on TestRail for managing their test cases and Jira for tracking defects. At the time, TestRail did not offer requirements traceability as part of its feature set, which meant the client's testing process had a structural gap from the outset.
Running two separate tools for two connected parts of the same workflow also meant two separate subscriptions, two separate places to check for status, and no single source of truth for how testing and defect resolution were actually progressing.

The Challenge

The client's problems stemmed from both a missing feature and a fragmented toolset:

- **No traceability in TestRail.**
  TestRail lacked traceability functionality at the time, leaving the client with no reliable way to connect test cases to the defects they uncovered, or trace either back to the requirements they were meant to validate.

- **Top-notch traceability was a specific requirement.**

  This wasn't a minor gap for the client. They needed strong, dependable traceability between defects and test cases as a core part of how their QA team operated, and TestRail simply could not deliver it.

- **Two disconnected tools for one workflow.**

  Test cases lived in TestRail while defects lived in Jira. Anyone trying to get a full picture of testing status had to cross-reference two separate systems, and neither tool was built with the other in mind.

- **Vague reporting with no ownership clarity.**

  The client was frustrated with reporting that didn't clearly show who owned what. They needed transparent reporting that made it obvious which tasks belonged to QA and which belonged to development, so that accountability wasn't lost in the handoff between teams.

- **No real data visualization.**

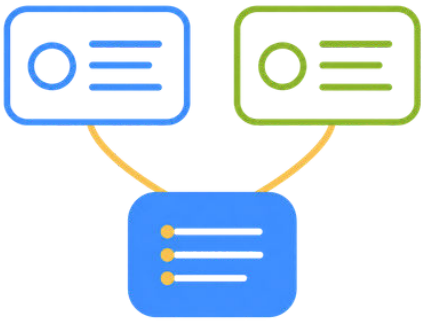
  Both tools fell short on giving the client summary level charts and visualizations of their testing processes, the kind of dashboard view that lets a QA lead or manager understand project health at a glance.

- **Paying for two tools instead of one.**

  Running TestRail and Jira side by side meant paying for two separate subscriptions to cover what should have been a single connected workflow, which added unnecessary cost on top of the functional gaps.

Why They Moved to Kualitee

The client needed a platform that could bring test case management and defect tracking together under one roof, with traceability built in from the start rather than bolted on later. Kualitee's all-in-one approach to test management, covering test cases, defects, traceability, and reporting in a single product, made it a direct fit for what the client was missing.



The Solution

Moving to Kualitee's cloud platform gave the client a single tool that addressed every part of their problem at once:

Unified test case and defect management. Test cases and defects now live in the same platform, closing the gap that existed between TestRail and Jira and giving the QA team one place to work instead of two.

Complete traceability. Kualitee's traceability functionality gave the client the top-notch, dependable connection between defects and test cases they had been missing, along with full visibility back to the requirements driving the work.

Transparent reporting and ownership. Kualitee's reporting gives the client clear visibility into who owns each task, whether it sits with QA or development, resolving the ownership ambiguity that had frustrated them under their old setup.

Dashboard visualizations. The client now has access to summary-level charts and visual dashboards that give an at-a-glance view of their testing processes, something neither of their previous tools offered in combination.

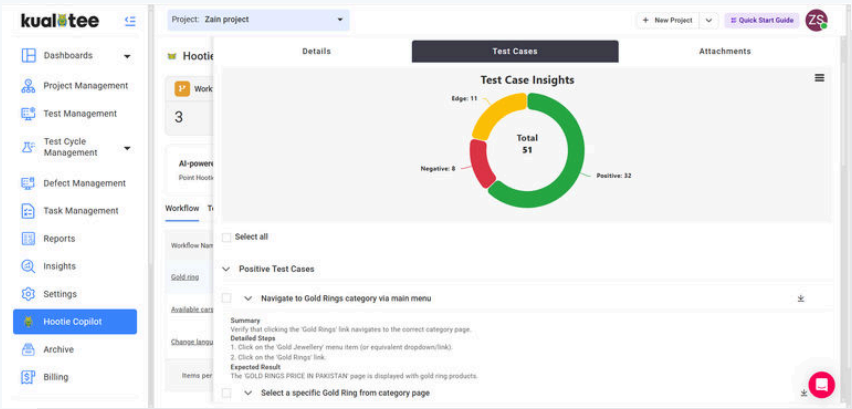
A single, more affordable subscription. Kualitee's cloud plan starts at $12/user/month with all features included, replacing the cost of maintaining two separate tool subscriptions with one predictable monthly cost.

The Outcome

With Kualitee in place, the client now runs their entire testing and defect management workflow from a single cloud platform:

- One unified system for test cases and defects, replacing the previous TestRail plus-Jira setup
- Dependable, top-to-bottom traceability between requirements, test cases, and defects
- Transparent reporting that makes task ownership clear across QA and development

- Visual dashboards that give the team and stakeholders a clear summary view of testing progress
- A single subscription cost in place of two, removing the redundant spend that came with running separate tools



Looking Ahead

By consolidating onto Kualitee, the client removed both the functional gaps and the redundant cost that came with their previous two-tool setup, giving their QA and development teams a shared, transparent view of testing progress going forward.



