

Case Study:

**Automate
business-critical
end-to-end user
tests in heterogeneous
insurance systems.**

**Fast, low-maintenance, and
greater test coverage with
visual AI automation.**



„Drvless offers us intuitive access to test automation – even in areas previously considered non-automatable.“

David Grassmugg, Head of Testing, Twinformatics

About Twinformatics

Region	Austria, with a focus on the CEE region through the Vienna Insurance Group, which operates in 25 countries
System Landscape	SAP, legacy systems, Java, .NET, and web applications, virtual desktops,
Mitarbeitende	approximately 500

Twinformatics is the IT service provider for the Vienna Insurance Group, headquartered in Vienna with three locations in Austria. The company operates a broad, historically evolved system landscape - ranging from infrastructure and end devices to large-scale insurance solutions - thereby supporting business - critical processes in one of the largest insurance groups in the CEE region.



Starting Point & Challenge

High pressure for automation: Management tasked how existing test automation could be made more efficient, cost-effective, and scalable.

Maintenance pitfalls of traditional tools: Script-based test automation generates high maintenance costs as soon as technical IDs, UI elements, or system landscapes change.

Heterogeneous and hard-to-access systems: Some applications were difficult or impossible to automate with traditional tools—such as legacy, streaming, or virtualized applications.

Technical migration projects: Twinformatics was looking for an approach that would allow test cases to be reused even during technological transitions.

Extensive test coverage within limited time windows: Regression tests must be reliably executed within tight test windows and across many systems.

OBJECTIVE



Reduction of maintenance and implementation effort in test automation.



Reliable, repeatable end-to-end (E2E) tests across various technologies and platforms.



Enablement: Test cases should be understandable and createable by business units and development teams without deep coding knowledge.

Solution: Drvless in use since 2021

Twinformatics initially trialed Drvless in 2021 on a physical box for demonstrations and subsequently built a scalable client-server architecture for production use in collaboration with Objectis. Today, Drvless tests run on approximately 40 virtual desktop instances. The approach is based on visual UI recognition and interacts with applications just as a human would—technology-agnostic and without invasive system integration.



Features used by Twinformatics

Visual UI recognition: Stable automation even with technical changes, UI shifts, and evolving system technologies.

No-Code / Natural Language: Test cases can be described in natural language or using blocks; business departments and dev teams understand the logic immediately.

Technology independence: Can be used across web, desktop, SAP, Java, .NET, Unix, streaming, and virtualized applications.

Reusability during migrations: Business context rather than technical IDs allows similar test cases to be reused even after technological changes.

„Drvless enables us to focus more on business context and test logic rather than technical limitations.“



David Grassmugg
Head of Testing, Twinformatics



Operating Model in Practice



Tests are created in teams and supplemented by other colleagues and departments.



Regression tests run automatically via virtual desktops and defined test sets in a repeatable sequence.



The goal is broad, reproducible test coverage with less routine work and greater transparency.

RESULTS & BUSINESS IMPACT

Reduced maintenance effort: In the first three years, Twinformatics reduced the maintenance effort for test cases by up to 30%. 

Faster implementation of new test cases: On average, the reduction in implementation effort is up to 20%; in legacy areas that are difficult to automate, it can reach up to 40%. 

Greater scope in test automation: Greater scope in test automation: Legacy systems, technical migrations, and complex end-to-end flows are now covered significantly better. 

Enablement beyond IT: Natural language and block-based logic make test cases understandable and usable for dev teams and business departments. 

About Drvless & Objentis

Drvless is an AI-powered visual test automation agent that enables technology-agnostic, non-invasive, end-to-end test automation across web, desktop, and mobile - without any programming knowledge. Objentis has been supporting companies in software testing and quality engineering since 1999, and develops Drvless as a scalable automation solution for complex system landscapes.

"Drvless is particularly valuable to us because we can set up test cases independently of technology, allowing us to cover even complex landscapes and migrations much more robustly."

twinformatics

David Grassmugg
Head of Testing, Twinformatics

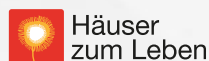


New Test Automation Approach



... recognizes, operates, and interprets applications like a human.

A selection of our clients



Would you like to see how Drvless can automate testing of your business-critical user journeys?



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