



## NO DEFECTS

**NASCO's commitment to superior service and exceptional delivery has led to increased customer satisfaction scores year after year as well as steady growth in new business being added onto the NASCO Processing System (NPS). As our Plan customers migrate more and more of their total book of business onto the NPS, it is more important than ever that we deliver the right solutions, at the right time, the right way.**

To ensure that NASCO is delivering the highest quality products, we are enhancing our testing infrastructure with the addition of two new environments: an Integration environment and a Production Staging environment.

Once a product enhancement is developed, it enters the new Integration environment where NASCO and our vendor partners perform integration, functional and regression testing. Once these tests are complete and we are confident that the enhancement is ready for preliminary user interface, the enhancement then enters the Model Office environment where NASCO and our Plan customers perform functional and user acceptance testing. Once the user acceptance testing is complete, the enhancement enters the Production Staging environment where NASCO and our Plan customers perform the final functional, regression and performance tests before the product enhancement is loaded into Production.

The Integration and Production Staging environments give NASCO the ability to perform more rigorous testing and provide our Plan customers with more time to interface with the product before it loads into Production, all of which will ultimately provide a higher quality product.