Web-based and SAP Application Testing Enables Manufacturing Company Cut Maintenance Cost

Customer Requirements

▶ Implement regression testing for the successful web and SAP application upgrade process

Customer Benefits

▶ Delivered high-quality, complex SAP application changes, with minimal production issues, including performance. This resulted in a lower cost of delivery support at go live.

▶ Organized four testing cycles per new rollout, compared to two before Worksoft Certify was implemented, with lesser testing resources.

▶ Reliably handled frequent SAP project releases per year, using automated regression testing.

▶ Easily managed cross platform testing, reducing engineering efforts.

▶ Realized high levels of test script reusability with the Worksoft Certify testing tool.

Background

The customer is a leading multinational consumer and professional products manufacturer and marketer. It is one of the first major consumer packaged goods company to develop and launch natural cleaning line into the mainstream cleaning aisle. Its products are primarily sold through mass merchandisers, retail outlets, e-commerce channels, distributors, and medical supply providers. With over 8,400 employees, the customer uses a web-based HR application to manage its manpower and SAP for other business needs.

To support its business growth, the client required system enhancements. Incidentally, the HR application was due for upgrade. And the customer was planning to apply latest patches for the SAP application to fulfill its technical needs. The customer realized that the regression testing was the need of the hour for the successful execution of both the projects. The company awarded the testing project to SOAIS.

As with any new software, testing of the upgraded HR and SAP applications was vital. The challenges were:

▶ Regression testing was planned for 6400 Man-hours spread across four months requiring rapid team deployment.

▶ Test Consultants planned had to be borrowed from business analyst pool; it was proving to be an expensive option.

▶ Regression testing effort was laborious process.

▶ To automate the testing process, tools had to support cross platform testing between Web application and SAP along with other third party applications.

▶ Developing test processes and co-ordination with technical and functional teams spread across the world with different time zones.

Due to uphill testing task of planned HR and SAP upgrade, as well as an overall resource challenges, the customer embarked on a simpler SAP testing strategy. It selected the Worksoft Certify SAP testing suite, and needed lesser manpower to support it. By reducing its SAP testing costs, customer planned to simultaneously reduce its overall SAP cost of ownership.

SOAIS Solution

SOAIS a global partner for Worksoft, offered a cost-effective fixed price onsite-offshore model to accommodate client budget and timeline. This model ensured support was provided round the clock to interact with customers' worldwide business team. SOAIS team developed reliable and reusable test processes for the upgrade project. The team implemented best practices defined by Worksoft in building the end-to-end test automation processes, thus reducing risks and cost. Business processes were planned and scheduled to test during non-peak hours for optimizing hardware resources utilization. Customer was able to drastically reduce the manual effort within a quarter.

About SOAIS

SOAIS is a leading enterprise IT solutions provider. With its best practices, and global collaborative workforce, it helps the business functions work faster, cheaper and better, offering a full spectrum of technology solutions in the arena of PeopleSoft, WorkSoft, SAP, Oracle Fusion, and niche technology areas such as mobility.