

GABRIEL DENMARK – WIN STORY

MORE THAN 50% RESOURCE SAVING ON UAT

The Challenge

Gabriel is one of Europe's leading suppliers of furniture fabric, based in Aalborg, Denmark.

In 2015 Gabriel decided to enter into an agreement with Infor with the purpose of changing version 7.1 of M3 (implemented 2010) to an updated version 13.3 and in connection with this, moving the data to Infor's Cloud platform. As part of the project, Gabriel recognised that they needed to improve the quality and efficiency of their testing processes to enable them to successfully implement the M3 13.3 upgrade for their ERP. Recently, Infor, the ERP supplier have announced their intent of supporting only the latest two M3 releases, another reason for Gabriel to decide investing time and resources into their ERP upgrade.

SOSY A/S, Original Software's partner in EMEA, introduced Gabriel to the possibilities of improving their UAT processes during a Danish M3 User Group meeting. Before meeting SOSY and Original Software, their initial testing plans consisted of business users allocating large amounts of time from their day-to-day job to complete UAT. The process to be employed consisted of users taking screenshots of perceived issues and errors and creating Word documents as evidence. In addition, Excel spreadsheets were to be used to quantify and track the testing process. This chosen path was the only viable option as there is no significant IT or QA resources in house. Additionally, Gabriel was not aware of any existing test tooling suitable for the needs of non-technical business users. Therefore, their main concerns were around the lack of formal testing process when performed by business users, the large amount of unproductive time spent on testing by BU and lack of daily staff performance management. Overall, they were not able to assess the amount of time and resources needed to test the upgrade, although they knew that it would form a significant part of the project.

Resources

Originally, Gabriel estimated that at least 25 users would need to spend 1300 hours on M3 ERP testing.

With Original Software's solutions in place, Gabriel now expects a primary team of 8 business users to spend maximum 650 hours on testing, in other words expected savings of 50%+ on staff costs.

Quick Decision

From the first engagement point, until Gabriel entered into a partnership with SOSY and Original Software, it took a short 9 weeks to realise the benefits of this venture and the potential ROI as a result of the collaboration.

Key Facts

Pain Points – Regression testing

- ⊗ Lack of test evidence process, creation, documentation
- ⊗ Heavy testing process because of the lack of documentation tools
- ⊗ Unproductive time spent on testing by business users

Technology

 Infor – M3 13.3 software upgrade

No of users involved

 Team of 25 business users

Solution

 Original Software's TestDrive Automation, Qualify, TestDrive-Assist and TestDrive UAT

Time

 9 weeks from concept presentation to partnership

Partnership reason

- ✓ Testing process standardisation
- ✓ TestDrive-Assist and UAT can cut issue reporting by up to 80%
- ✓ Precise and automated testing documentation
- ✓ Test metrics available 24h/7
- ✓ Significantly reduce the time spent on UAT through automation



Solutions

Gabriel acquired licenses across the whole spectrum of Original Software's testing portfolio, including TestDrive-UAT, the only effective UAT tool on the market.

Qualify was acquired to enable Gabriel to define and improve their testing process by organising test assets in a way that makes sense for their business and users. As a result, Qualify will provide Gabriel with up to the minute status and metrics to help them better manage the testing effort. This replaces the need for Excel spreadsheets.

TestDrive-Assist was acquired to provide a simple way to automatically document manual test executions and capture evidence for issue and defect reporting. But Gabriel is achieving much more with TestDrive-Assist, because the recordings of the test processes are also being used for the planning process within the different business areas and for Gabriel's required ISO documentation. With TestDrive-Assist, Gabriel' super-users are able to provide accurate documentation of the processes in a significantly shorter time than originally planned. The test automation efforts are jump-started as the automated documentation can be converted to test automation scripts for use by TestDrive. As a result, the initial efforts have become the backbone of Gabriel's automated regression and User Acceptance Testing.

TestDrive, Original Software's code-free automation product, has been designed from the bottom up with the non-technical, business user in mind, enabling organisations such as Gabriel to achieve effective and efficient test automation without the reliance on a large technical IT or QA team. By making use of TestDrive-Assist captures, TestDrive vastly increases the speed of automation creation, making the rapid adoption of automated regression and User Acceptance Testing a reality. Gabriel will use TestDrive to achieve their stated goal of automating at least 75% of all Infor M3 testing.

TestDrive-UAT will be used for documenting simple, manual User Acceptance Test executions as well as further help with Gabriel's ISO required documentation. Also, TestDrive-UAT will enable creation of end user training documents, videos and animations. This replaces the laborious task of manually creating documents with screenshots and will improve the quality of the documentation provided to users.

Conclusion

Gabriel are already well on the way to achieving their goals of standardising their test process, reducing the time spent by business users on test execution, proving consistent and complete documentation with easy access to test metrics and measurement. All these will deliver a significant cost saving to Gabriel and another successful client for SOSY and Original Software.

“With Infor's plans of delivering new M3 patches and upgrades every six months, the amount of testing to be done is massive and this is a problem with our super users being very busy all the time. By entering into a partnership with SOSY and Original Software, Gabriel is now hoping to be able to automate most of the M3 ERP testing, with a realistic goal of automating 75 to 90% of all M3 tests.”

Claus Toftegaard, CFO, Gabriel A/S

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