

# Talk about testing Infor M3

## Video Transcript

An informal conversation with Richard Calder IT Director and Michael Walsh IT Testing and Training Technician of Reynolds Catering Supplies Ltd.

*We've got Richard and Mike from Reynolds catering who are users of the Original Software testing solutions and you've been using those for a couple of years now, a bit more than that?*

Just around that, we had a slow start but we got into it really I suppose around 14 months ago.

*Tell us about what you were trying to do and what issues you had and how you went about solving them*

I suppose at the start when we implemented M3 which was about eight and a half years ago, we had a large ERP core team, we had people testing throughout the team, I think there were about twenty of us in all. And then obviously, come the upgrade, we simply didn't have those resources available. We had a much smaller team, including myself there's six but to be honest with you it's five guys who are doing most of the work on the whole of the upgrade. So we had to find a tool that would help us test that. Again we knew from experience that issues that we had in the initial go-live, if we had tested more thoroughly and if our test scripts had been more extensive we probably would have encountered less problems and certainly we were jumping 4 versions in M3 from 10.1 to 13.4 so there are a significant number of changes and M3 fixed a number of the issues.

So that's really what we wanted to do was a more consistent and also a speedier means of testing. It was essential that it was done same way time after time after time and that we really hammered the new system to ensure that it was going to be fit for purpose and that hopefully we won't get any issues when we go live in a couple of weeks.

*And the people who were doing the testing before were they more business aligned or IT aligned?*

A combination, predominantly more business aligned and some of them I'll be quite frank simply lacked the skill set, it's not something that if they were working supply chain or wherever or sales. We originally were trying to systematise the way that they wrote test scripts, the formats that they used, how that they reported problems but even if you have a kind of excel sheet in its most basic

format saying ok well this is the result, what was the expected result, what was the problem. Trying to pull all that together was a bit of a nightmare then and we simply didn't have the administrative resource or the people resource to be able to do it that way again. Hence, we started looking for some way of automating these tests and hence we came across Original Software.

*So how have things changed since you've implemented the various components of the Original Software products?*

Yes, my background in the company was before I started in IT, in Richard's team, I was a Warehouse trainer, systems trainer. I learned the M3 programme through about two or three years of working in the warehouse. Original had been used before I started so they had an understanding of how it worked. I had about two or three weeks of training, like day to day this is how you make a script, this is where you do the variable data, but I had no background in programming or anything like that. After about I'd say about two or three week's I had the basics down I could write scripts I could test key processes and it sort of just went on from there really.

*What's been the impact then on what would have been the process of testing a change or an upgrade before that, what's different now does it take less time, are you able to cover more?*

Definitely it takes a lot less time, I mean we can make a change, we can make a change in configuration and I think Mike you worked out that you did I think about like 200 8 hour tests, so we would just run them overnight! It makes a phenomenal difference and also you don't need the same number of people, you want a machine that's going to do it the right way, you are going to get fatigued, that's human. And being able to get everybody in the same room, and ok we've made a change ,hang on we have got to retest every single core process that we do, well ok we've made a change, instead Mike made a couple of tweaks and we just ran the test and if there was a problem it would come up,

A support structure for an ERP company – they rely on really clear points as to why something has failed or if there's a bug within the new system.....I think we found about 2 or 3, whereby we had all the screen shots every single step that we did and we could simply send it off- upload it to Infor's ERP support and we just didn't get questions back!

*So you missed that classic game of ping pong you sometimes get where you know they want more information, you've got to supply it, you go back and forth a few times, which takes time doesn't it.*

Exactly you can't say we forgot this screen shot, or we can't recreate it and all this, and apart from being extremely tiresome, it becomes very time consuming.

*Probably one of the key things that's worth saving time is actually the confidence at the end. Has it affected your confidence and your reduction of risk when it comes to implement something, how does that feel now?*

Yep, you have absolutely hit the nail on the head it's all about risk reduction. We are not expecting any medals or massive plaudits from the business, in fact if the business turned around and said well we didn't notice the difference it was just an upgrade, you know what that's the biggest compliment. And I suppose the other thing is going forward is that, as with future upgrades, we've now got a methodology that we know works, we have some software that we know works. We haven't got to employ specialist testers, we haven't really got to move elsewhere and look at other products because we know that this one works and it works with M3.

We've looked back at our original test scripts when we went live with M3 back in 2010 and they just bear no comparison. We are doing ten, twenty times as much and as many different scenarios and tests now as we were then and obviously we had five times as many people then doing it as we do now.

*So, you are doing ten to twenty times more testing with a fifth of the resources*

Exactly, in terms of the actual scenario of testing, the number of different scenarios we are able to test now, I mean yes obviously its always going to be if we knew then what we know now our test scripts before go-live perhaps would have been different. But we were testing really nuanced areas of M3 going into this upgrade and it became relatively straight forward, generating large numbers of PO's etc was again very straight forward, and often issues don't often come up with you've raised a simple PO for a box of this a box of that and its very straight forward, the issue will often turn up buried in the test and that's what we were able to do on this project.

*One last question, is there anything that you would have done differently now with hindsight?*

Normally you can tell within a project if it's going well, if you've got the level of confidence. I look fairly chilled at the moment, I feel quietly confident

*That's great, you have given me a new definition of our mission objective, which is to have a chilled IT Director, perfect. Gentleman thank you ever so much, I really appreciate you doing this for us. and I know the guys in Sweden at the MAF conference in a week or so's time will be very interested to hear your story. That's very kind of you thank you ever so much.*

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environments, the company partners with customers and helps make quality and efficiency a business imperative. Solutions include a quality management platform, manual testing, full test automation and test data management, all delivered with the control of business risk, cost, time and resources in mind.

More than 400 organizations operating in over 30 countries use Original Software solutions. Current users range from major multi-nationals to small software development shops, encompassing a wide range of industries, sectors and sizes. We are proud of our partnerships with the likes of Allianz, Bimbo Bakeries, Costco, CertainTeed, Delta Dental of WI, Euronet. IAT Insurance, O'Reilly Autoparts, Cayman National Bank, Topcon, and DSC Logistics.



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