



Client Name: Linklaters

Industry: Law

Project: SAP automated testing

Summary

As with any business, Linklaters are looking to drive cost efficiencies across systems and processes.

Linklaters is dependent on SAP to support its day-to-day business so it is of paramount importance that it can implement upgrades and new releases of SAP quickly, efficiently and reliably.

Linklaters has always taken testing seriously. However, the size and complexity of their SAP system left insufficient time for thorough end-to-end testing within SAP and the systems that interface with it, resulting in potential risk to the business.

The automation of SAP testing has brought huge improvements. There is less manual work and effort, resulting in a more cost effective process and an improved service to the business.

The Challenge

Automation Basis - Linklaters engaged TSG to develop a solution based on some imperatives for continued success with SAP:

- Reduce the risk of failure to support the business after change.
- Reduce the cost and time of testing change and new releases.
- Reduce the total cost of ownership of SAP.
- Increase business confidence.

TSG's challenge was to build a sustainable test process and deliver a reusable automated regression pack with high coverage that would identify any and all unexpected test results. This process would give Linklaters the confidence that changes to their SAP system were risk-free before implementation.

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Linklaters has benefited substantially from automating SAP to the point where:

- Business confidence in the quality of SAP upgrades and changes has increased.
- SAP can be fully tested with high coverage at a fraction of the original cost.
- Return on investment was achieved in fewer than 4 test regression cycles.

How it was achieved

With efficiencies and cost saving in mind, a test automation project was commissioned to significantly increase the use of automated testing across the SAP system. TSG designed an approach that maximised investment and continually proved and demonstrated the solution against agreed objectives as development progressed, following a four-stage model:

1. Baseline, schedule, and cost

Worked with the SAP Functional Consultants to identify and categorize the complexity and risk profiles of each of the SAP components that made up key Linklaters business processes. This analysis helped prioritise and nail down the profile and timeline of the overall project.

2. Prove the basis

Developed a reusable set of manual test cases and materials to prove the business processes were correctly mapped, together with a set of predictable results. This activity provided surety that a complete test pack was available. The test pack could then be used to validate whether the test case was a candidate for automation or not, depending on the ROI.

3. Automate the solution

Converted the reusable test pack into a series of scripts using externalised data to achieve high coverage and reduce the error-prone manual test verification process. These scripts check and highlight errors only when an unexpected result is found.

4. Demonstrate the result

SAP regression testing and result verification can now be run on a timed schedule or on-demand, and full coverage of the test scripts can be completed in a day.

Benefits

In addition to meeting the key objectives set by Linklaters for this challenging project, a number of added value benefits have resulted, including:

- The automated regression pack runs as part of BAU to assert that no unexpected changes have taken place.
- The component-based solution has provided a basis for test automation on other projects.
- Business confidence in the quality and timeliness of the delivery of SAP changes has increased.
- Reduced reliance on business and technical engagement in testing and to prove results.

Quote

“The Automation programme has been a real success for us at Linklaters, and we are now able to test changes and releases of SAP in a fraction of the time and cost that we used to do. The programme, which completed on time and within budget, is now an integral part of our SAP operations that has seen error rates, into production, reduce by 73%.”

“We’ve met all of our objectives and as a result, the programme has given us increased confidence, strengthened our relationship with the business and provided full return on our investment, plus a benefit of £125k in under a year.”

A photograph of a woman with long dark hair, wearing a light blue t-shirt, sitting at a desk. She is looking towards the camera with a thoughtful expression, her hand near her chin. The background is a soft, out-of-focus office setting. The image is partially overlaid by a large, semi-transparent graphic of concentric circles in shades of purple and pink.

If you would like to know more about TSG or any of our solutions please contact us on: Tel: +44(0)20 7469 1500 or email contact@tsgconsulting.co.uk

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