

# TEST

magaz

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**INDEPENDENCE**  
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**GAMING**  
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**BOOMS!**



# A PATH TO HIGH VELOCITY

**Neil Batstone**, Vice President, EMEA, Worksoft, shows how to test 500,000 business process steps in three hours.

In this always-on, connected world, it seems every week brings another story of a software glitch that brings an enterprise to a virtual standstill. The auto manufacturer that can't move cars out of the factory because of a problem with an inventory management upgrade. The electronics giant that inadvertently re-labels all of their internal product codes. The electric utility provider whose systems problems cause the lowest customer satisfaction rankings in their industry. All true stories. For every one that makes the news, there are probably hundreds of failures in enterprise apps – large and small – that never make the home page.

## **"NOT ON MY WATCH"**

For many CIOs, maintaining business continuity has become a high priority because introducing innovative digital technologies

remains a top priority. Gartner says that there's been more technology change in the last three years than in the prior 20 combined. In other words, CIOs need to be able to change a tyre whilst rolling down the road! For them, the integrity of the business process is vital – before, during, and after the innovation projects that bring new digital, cloud, mobile, big data, web, and other enterprise apps into the organisation.

## **AUTOMATION MAKES IT POSSIBLE**

There's only one way to ensure that every business process and enterprise app works like it should on your watch. Every one of them needs to be tested. And to keep up with the pace of innovation, testing has to be agile. To be agile, it has to be automated.

Obviously, if you're validating 500 core

business processes every day or testing 500,000 business process steps every night, it can't be done manually. Those days are over. Today, automation platforms have replaced manual labour with digital labour for functional testing and business process validation.

Sure, it's an investment in new work practices and some new automation software, but that's small compared to a major disruption in business continuity. Here are 4 key steps to lock-in rock-solid business execution of enterprise systems:

## **STEP 1: FOCUS ON THE BUSINESS USER**

The first step is to have a firm understanding of how business users actually use enterprise apps and 'how things really work around here.' The problem is that generating this

understanding is time consuming and difficult. Process and application knowledge has to come from business users and business analysts, whose time is expensive – and any time spent on this takes away from their primary mission of running the business. Even worse, once this hard-won information is captured, it can become out-of-date in a matter of weeks as processes change.

Fortunately, automation can help in a big way to capture processes. With software for automated business process discovery, business users simply turn on a process ‘capture’ feature from their desktop toolbar when executing a business process in their enterprise application of choice, such as SAP or a web application. When the process is complete, they turn off the capture. Every business process function, keystroke, and transaction has been uploaded into the automation software. In this way, the software captures process information directly from the user’s interaction with the system and its underlying business objects. No interviewer. No time delay. High accuracy. Lowest cost. This captured process becomes the basis for functional test automation.

## STEP 2: AUTOMATE END-TO-END PROCESSES

Automation is not limited to a single transaction by an individual user. You may have a dozen or more people involved in a complex end-to-end business process that crosses multiple apps. Today’s automation platforms can ‘stitch together’ business process segments across users and geographies for a comprehensive, end-to-end view of the whole process and every interface. It’s not a hypothetical process or the process as originally designed – it’s the process as actually executed by real business users every day.

This ensures that test automation covers not just the entry application but every back-end application and integration. It also lets you identify all business process variations and check them too.

## STEP 3: TEST CONTINUOUSLY

Because much of the manual effort in capturing process information has been eliminated, it’s possible to cover 90% or more of the core business processes. And

because automation is fast, you can run your automation portfolio on-demand and even on a daily basis.

How often should you test? The frequency of testing needs to match the rate of change and digital transformation in your enterprise landscape. If not, you’re exposed and falling behind!

If new technology or updates are deployed monthly, you need to check all your interconnected business processes and enterprise apps monthly or better. If you have many technology projects, maybe it needs to be weekly. Some companies validate their core business processes Monday, Wednesday, and Friday. And if your enterprise relies heavily on hybrid cloud apps – where you don’t control the timing of changes (like Salesforce.com) – then maybe you need to perform daily validation. Same for companies that are handling 4000 SAP transports per month.

When companies don’t match the rate of change with the rate of testing, it often causes news-making business disruptions. When firms shortcut testing or deploy changes without testing anything at all, there is enormous risk to business continuity.

With high-speed automation, your team can uncover problems before your business users or customers do – to ensure every business processes works. The new gold standard is to check everything, every day.

## STEP 4: SCALE BY USING THE CLOUD

What most people don’t realise is that automation platforms such as Worksoft can distribute automated testing across multiple machines to achieve enormous scale and full enterprise-level coverage. ‘Multiple’ doesn’t mean two or three. Companies regularly use anywhere from 30 to 150 virtual machines, and some are contemplating 1000 or more in the very near future. And with a public cloud infrastructure, it’s possible to spin up machines on demand and spin down when automated testing is complete – for the most cost-effective resource management possible.

So there you have it. For some of the people we work with, very high velocity business process testing means confidence and ironclad business execution. Others think of it as insurance or a safety net. But whatever you call it, these automation platforms let the CIO say, “Nothing’s going to happen on my watch,” and mean it. ☺

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*As Vice President, EMEA, at Worksoft, Neil Batstone brings over 20 years of high tech leadership experience in sales, operations, services and business development. At Worksoft, Neil ensures EMEA customer success with a strong focus on the United Kingdom, DACH and the Nordics.*

# AVOID BUSINESS DISRUPTION

Make Sure That **Every Business Process  
& Every Enterprise System** Works!

## **Eliminate Risk with High Speed Business Process Testing**

SAP HANA®, mobility, web, and the cloud are introducing enormous changes in your digital business. You need to ensure that every core business process works glitch-free, all day, every day – even as you deploy updates and new apps.

How? With industrial-strength test automation. Want to check 500,000 business process steps in 3 hours? No problem. For more than a decade, Global 5000 firms have turned to Worksoft's intelligent automation to reduce risk, shorten IT projects, and dramatically lower costs. There's simply no other way to do it. Let us show you how.

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