



**FOR THE ENTERPRISE
CHANGE ISN'T OPTIONAL
NEITHER IS AUTOMATION**

WORKSOFT®



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WORKSOFT

More corporations are meeting the challenge of increased frequency of releases, emergency security updates and the demands of the business by deploying Worksoft's Certify end-to-end automation

Shoeb is responsible for technology strategy, software development, quality assurance, and customer support for all Worksoft solutions

Driven by the threat of being overwhelmed by the explosion of commerce through mobility, today's enterprise must transform from a heavily customised, resistant-to-change environment to a nimble platform; where flexibility is the means by which systems keep up with the demands of business. This march to enterprise-wide innovation has created an environment where applications now live in a state of constant change. Shifts to decentralised, autonomous cross-functional systems and teams has increased the rate and the amount of operational change, as much if not more than the rate of change of the IT application landscape itself. The unintended consequence of this evolution of system interoperability

is the ever-increasing complexity of the business processes and the demands on those executing these processes. It is this inadvertent increase of tasks that creates an immediate need for automation—as much for the processes as for the testing of those processes—in order to scale and to ensure all end-to-end processes work seamlessly.

Worksoft provides robotic automation solutions for testing mission-critical end-to-end business processes across the enterprise. Our solutions enable the enterprise to realise the goal of successful transformation by enabling on-time delivery of the latest updates, reducing the number of onerous tasks on labour so as to focus on critical services, and mitigating the risk of falling behind and sacrificing the

flexibility these new platforms are meant to deliver.

Worksoft has been the driving force behind robotic, code-free, scalable automation for over ten years. Our real-world transformation experience, embedded integrator collaboration and customer innovation are at the heart of Worksoft's success. Currently over 300 major multi-national corporations have turned to Worksoft to help them deliver on the promise of flexibility and to keep up with the pace of change while ensuring critical end-to-end business processes work as intended.

Key differentiators of Worksoft:

- 100% Code-Free solution that enables

non-technical users to capture end-to-end business processes and auto-generate documents, test steps and robotic process automation (RPA)

- Automated End-to-End Business Process Assurance Tests that can be easily created, maintained, shared and consumed as part of continuous testing, integration and deployment cycles
- Automation Accelerators for Packaged Applications including SAP, Workday, Oracle, Salesforce.com, Hybris, Success Factors, and many others.

DEVOPS ISN'T JUST FOR CUSTOM APPS ANYMORE

Up until now, DevOps has primarily focused on the Development (Dev) side of the house while the Operations (Ops) has largely been ignored. In this new state of constant change, there are numerous changes occurring on the Ops side from server updates, to network changes to security patches; all of which have the potential to cause entire systems to break and cause business disruption. Business process assurance (BPA) goes beyond testing updates and changes to a specific application or system level API to insure the end-to-end process continues to function no matter the nature of the change. BPA is an organization's best defense for ensuring mission critical business processes continue to run regardless of the changes occurring across the organisation.

The reality of an application's move to the cloud to enable greater frequency of change is yet another unintended consequence driving demand for automation. Enhancing teams with cross functional capability and rapid deployment methodologies fall short of equipping them to meet these accelerated software updates. Organisations are just now discovering the challenges of delivering on quarterly releases in cloud-based systems such as SuccessFactors. By adopting continuous testing and leveraging shareable automation, teams have ready-to-run daily BPA testing to quickly identify changes and defects for resolution. In this latest variation of testing, teams not only have to excel at stopping defects before they enter production but they must also become the critical contributor for solving defects that have entered production. This is where Worksoft has begun to see an increasing number of organisations run testing against production systems enabling continuous monitoring for changes and

issues. This change is especially important in organisations experiencing frequent 'emergency' security patches and/or have moved to Continuous Delivery, pushing changes from Dev directly to production. Deployments with end-to-end automation in place also save the business time by eliminating the need to do User Acceptance (UA) testing.

By continuously running end-to-end tests that recreate real users' interaction with production processes, organisations can ensure their business is always up and running.

What role or need does a COE meet in the new world of Agile and DevOps?

As companies move to adopt Agile & DevOps the question of what role or need does a COE serve has become a common question. Again, here we need to consider the evolution of DevOps as it continues to move away from a predominantly Dev focus.

Organisations with enterprise-class deployments that contain a mix of custom-built and packaged applications still need to apply both approaches to testing. However, it is not possible to map every step/field in a business process to a requirement or to maintain change lists that are reliable enough to catch every possible issue in a complex business process. End-to-end tests that cover the complete business process have to be built and maintained; a need that typically falls outside the realm of work of any single development team. There is also the question of which team(s) own the creation and maintenance of tests that will address changes made by operations.

Worksoft is now seeing the real-world evolution of the COE and a merging of QA and Operational Change Management teams. Where the centralised team takes ownership of tool standardisation, the distribution of best practices, testing resources and testers is across project teams. The COE maintains responsible for running end-to-end tests for critical systems and ensuring the business continues to work, eventually moving from change management to change monitoring. Tests are run both in QA and production on a continuous basis to ensure any issues are resolved before possible critical outages.

Worksoft specialises in packaged application testing? What does that mean? Why aren't custom app methodologies good for packaged apps?

The Dev in DevOps is by its nature a focus on the development of custom built applications.

The reality is most Fortune 2000 organizations run their most critical business processes on packaged applications—SAP, Oracle and Salesforce.com et al. Worksoft focuses on business outcomes across all applications and simplifies enterprise application projects. Our unmatched experience and solutions offering continuous automation for packaged apps makes us the right partner to help manage business process assurance and realise true end-to-end testing. SAP S/4HANA is rapidly becoming the most discussed packaged application that both clients and interested parties meet with Worksoft to discuss. Many of these discussions revolve around the acknowledgement that not all of today's critical business processes begin or end in SAP, but most will traverse that system at some point.

Worksoft Certify is the industry's first automated codeless testing solution built to test end-to-end business processes across packaged applications like SAP at scale. Certify enables users and vendors to easily package a process with all of its related dependencies, sub-processes, record sets, record filters, layouts, and variables into container that can be shared across Certify instances. This allow Certify users to easily share tests rather than re-creating them.

Certify supports more than 150+ applications across mainframe, SAP GUI, HTML5 modern web, mobile, and much more. The Worksoft Extensibility Framework (XF) uses machine learning to identify how an app generates UIs and tailors object recognition based on those patterns. Extensibility Frameworks are built to follow the apps they support and include predefined optimisations that improve object recognition and test execution performance. As new versions of an application are released, the XF is updated while simultaneously updating the corresponding tests eliminating the need to recreate tests based on the underlying XF definition.

Today Worksoft supports XFs for more than 30+ of the leading enterprise applications including:

- Microsoft Dynamics 365
- Oracle Fusion
- SAP: S/4HANA, Concur, CRM, ESS, XF, Fiori, Hybris C4C, MDG, Portal,

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- SRM, SuccessFactors and WebGUI
- Salesforce and Salesforce Lightning
- ServiceNow
- Siebel Open UI
- Workday.

AUTOMATING EARLY, OFTEN AND EVERYWHERE

Worksoft recognised years ago that our customers' enterprise applications were in the process of undergoing a wholesale transformation from primarily monolithic, on premise systems to a diverse, distributed, heterogeneous set of applications deployed in the cloud, on premise and in hybrid configurations using modern web and mobile based UIs. This transformation would require a fundamentally different approach to creating, deploying and managing test automation at an unprecedented scale. The needs of a varied group of business experts, developers, testers, project managers and IT operations people will need to be addressed effectively in a collaborative manner. In response, we re-architected our platform to be more open, modular and easier to integrate with, so we could better fit within Agile methodologies (primarily SAFe based).

Worksoft built an extensive automated business process discovery and analysis solution that integrates seamlessly with our top-ranked testing platform. Allowing organisations to implement an integrate automation in a consistent way across systems makes it progressively easier to share and share the deployment patterns amongst the teams. This unique approach dramatically reduces the time needed to discover, document, and prioritise critical end-to-end business processes, and accelerates the creation and execution of automated continuous test libraries.

How is Worksoft's approach to continuous testing unique?

Running unattended, automated end-to-end tests driven from a UI in parallel creates unique challenges for testers:

- The device running the test needs to be powered on and confirmed running
- Specific user needs to be logged into the device, the interface screen unlocked
- Tests need to be orchestrated across multiple devices in multiple labs - on premise or in the cloud.

Worksoft Execution Manager addresses these challenges and gives you

centralised control for running remote Worksoft Certify tests via documented REST calls from any CD platform. It handles logging into machines, launching tests, taking screen shots, and reporting pass and fail tests back to the continuous integration/continuous delivery (CI/CD) platform. Support for advanced scheduling enables users to specify the order of tasks to be performed and define dependencies between test processes passing and failing in order to continue testing.

Why do clients choose Worksoft?

Real-world experience, collaboration and innovation are at the heart of Worksoft's success. Hundreds of clients have turned to Worksoft to help them ensure all their critical business processes remain up and running through any change.

Core reasons customers choose Worksoft:

- Proven business driven approach and customer experience
- Focus on testing enterprise packaged applications (SAP, Salesforce.com, Oracle etc.)
- Code-free solution that can be leveraged across business users, testers and developers
- Ability to support Agile-plus-DevOps testing practices
- Stand-alone automated discovery and documentation capabilities
- Advanced object recognition capabilities for complex web UIs like SAP Fiori and rapid release of version updates
- Out-of-the-box integrations with other testing tools, CI tools ALM systems and mobile testing platforms.

HISTORY & BACKGROUND

For over a decade, Worksoft has been the industry's leading continuous robotic automation platform for Enterprise Packaged Apps, offering a diverse ecosystem of service providers, software integrations, and machine learning solutions to enable true end-to-end, unattended automated testing of mission-critical business applications, including SAP, Oracle, Salesforce, Workday®, SuccessFactors, ServiceNow, and more. Microsoft, Cardinal Health, P&G, Honda, 3M, Intel and Siemens are just a few of the world's leading global companies who have turned to Worksoft to achieve unparalleled continuous testing at scale and realise DevOps and Agile initiatives. 🚀