

EXECUTIVE **VIEWPOINT****Shoeb Javed**

CTO, WORKSOFT INC.

Javed is responsible for technology strategy, software development and customer support at Worksoft, an SAP® partner and leading provider of business process validation software for complex mission-critical

applications. As CTO, he works with technology leaders at some of the largest global Fortune 1000 companies to speed up project timelines, improve quality and gain operational efficiencies.

# Innovate Faster

## Automation cuts timelines, boosts quality and lowers cost

Innovation is key to a company's future, but reliability is key to day-to-day operations—and reputation. So how does an organization balance the technology risk that comes with the fast pace of change and the need for stable business processes? Shoeb Javed, CTO of Worksoft, recently discussed how automation software can help companies achieve that balance.

### **The landscape of mission-critical enterprise applications is more complex than ever. How are companies managing change in this environment?**

It's surprising, but the change management process has remained largely unchanged for a long time. Most companies manage change manually. Even if they have tools for organizing the change process, the actual activities are largely manual. This is very time-consuming. It's not very efficient and unnecessarily delays projects. It doesn't have to be this way.

### **What can companies do to accelerate the pace of innovation and deploy new technologies faster?**

Innovation means changes to your complex enterprise application landscape. That introduces a great deal of technology risk because your business could be disrupted if things don't work as planned. If you could accelerate the process of ensuring that nothing will break when you introduce change, you could go faster. Companies should look at innovating the way that they manage change, just as they're looking at

innovation in specific business systems themselves.

### **SAP HANA®, mobility and cloud projects offer great dividends, but need to be deployed quickly and correctly. How can IT leaders ensure project success—without unintended consequences?**

Companies often skimp on quality assurance. They don't have enough time, money or resources, and often projects are already delayed when they get to testing. The result can be catastrophic. If there's a serious glitch, a company might not be able to take orders or ship product. It might get into a situation with so many problems post-production that it's like death by a thousand cuts. If you're deploying new technology with a large number of small problems, you face productivity losses and frustration. The good news is that if you can identify your critical business processes and then automate the validation of those processes, you can avoid all of this risk.

### **How does business process validation increase business agility and shorten project timelines?**

Functionally, you have to make sure that business processes work as intended. Then you have to make sure that performance is up to par. If you have 5,000 users doing something at the same time, you need to make sure that your systems are able to handle that. If you're able to effectively automate the validation of your business processes—including functionality, performance and role-

based security—then you can take huge amounts of manual effort and time out of your projects. It also means you can do more projects with the same staff. And that's agility.

### **It seems too good to be true: shorter timelines, higher quality, lower costs, less risk, faster innovation. Has this been proven?**

At Worksoft, we've seen some of the largest, most sophisticated global Fortune 500 companies cut project timelines significantly with automation. One of our clients is saving more than \$2 million annually in their first year through automation. When 40 cents of every project dollar go to quality assurance, the opportunity is substantial. What used to take 50 people six weeks to do was cut to two people over a couple of days. And their risk of a business process failure due to technology has dropped to nearly zero. The real-world savings that companies get from automation are quite dramatic. ■

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