

# Unlocking the Innovation Advantage with Automated Business Process Validation

*Automation allows CIOs to deliver a competitive advantage by shortening project timelines to help IT and the business innovate faster.*



JIM KENT, CEO  
WORKSOFT

**ACCORDING TO SAP®, THE AVERAGE COMPANY** has 50 enterprise systems for every billion dollars of revenue. These span hundreds of business processes for global companies. Each process needs to be validated across dozens of web, mobile, and custom enterprise applications, with variations for geographic, business unit, and compliance demands. None can compromise system performance or security. All must be scalable.

The 70% of global companies that still manually validate and test their business processes when systems are updated can't possibly keep every critical business process operational on a day-to-day basis.

This is where the CIO plays a big role in delivering competitive advantage. The CIO's power to heighten a company's competitive edge lies in innovative technology that maximizes business performance — boosting engagement with customers, streamlining operations, increasing efficiencies, or growing revenues while cutting costs. Even after choosing the right innovation, such as SAP HANA® in-memory databases, mobility, portal, big data, or cloud computing, the CIO can only increase agility by getting that innovation to business users as quickly as possible.

**However, it's not so easy.** "When companies are four or five upgrades behind because they can't validate the changes fast enough to deploy, they aren't getting true value from their investments," says Jim Kent, CEO of Worksoft. "Business processes can fail when technology changes, so you can't innovate quickly without validating them."

CIOs can shorten the path to implementing innovation by shrinking project timelines with automation. They also need to determine how new projects will affect current business processes so IT can plan deployments with minimal disruption. Automating business process validation achieves both at once, cutting testing time by 80% or more.

## Why Automate Business Process Validation?

Although enterprise software vendors test their software to ensure the code works, they can't test how the software fits into an individual company's critical business processes, Kent points out. "You have to validate that the process works end-to-end, across applications, custom coding, technologies, and all devices."

Automation can also document how business users perform business processes. This enables business and IT to more easily work together to streamline processes and develop the infrastructure to support them.

Finally, automation creates a sustainable, durable structure for breaking innovation out of silos and spreading it across the enterprise by allowing companies to create and reuse assets and best practices across divisions. For example, an international shipping company used Worksoft to roll out a new SAP project to 140 countries, one country at a time. "We helped set up a center of excellence to automate and document business process validation, which let them scale and expand through reuse, and run the validation process around the clock," he says. "As a result, they're rolling out new systems to multiple countries at once — with high quality."

## Conclusion

Competitive advantage comes from a combination of innovation and speed. Worksoft helps enterprises develop an automated, repeatable, process-driven approach to deploying new technology that drives faster innovation and supports more cost-effective deployment of advanced systems, while still minimizing the risk of business disruption.

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