

# Reducing Technology Risk for Business Users

*Automated business process validation helps companies avoid process failures that disrupt smooth operations.*



JIM KENT, CEO  
WORKSOFT

**THE COMPLEX WEB OF APPLICATIONS** that drive a company from day to day can be thrown into chaos if a system upgrade breaks a critical business process. CIOs can only protect end-to-end business processes with rigorous testing across applications, but this can be a significant drain on resources when some applications need regular updates and others update automatically in the cloud.

“According to SAP, companies can have 50 applications for every \$1 billion in revenue,” says Jim Kent, CEO of Worksoft. “For a multibillion-dollar enterprise, multiply the number of applications by the risk of change for each one, then add the pressure to innovate with even more new technology, and you can see the extent of the challenge.”

Automating business process validation can catch potential system problems and eliminate risk—before new applications ever go into production. This allows CIOs to support faster innovation and prevent business disruption. Here’s how:

## The Problem of Increasing Complexity

While new technologies such as SAP HANA® in-memory databases, mobile computing, and cloud computing promise huge potential business benefits, implementing them introduces a significant risk of disrupting critical operations. The more complex the environment, the harder it is to ensure that underlying transactions continue to perform properly across every enterprise application.

“The fear of change has many companies ending up years behind on their upgrades, which negates the whole point of introducing new technology,” Kent says. “Worse, they can risk finding themselves on the front page of the business section for the wrong reasons.” This risk isn’t simply a theoretical concern, he adds, pointing to recent software glitches that have delayed vital operations, massively inconvenienced customers, and cost millions of dollars at organizations ranging from airlines to manufacturers.

## Why Automate Business Process Validation?

In a complex and growing technology environment, automation is the only way to validate end-to-end business processes on a timely, continual basis. “Most business users don’t see the whole process end to end—only their part. So they can’t check and verify every system and every process against every change. Automation can quickly validate the whole process,” Kent explains.

Automation also delivers significant benefits, as revealed by a recent IDC survey of 12 large enterprises that have invested in automated business process validation

for SAP environments. “With today’s unprecedented pace of technology change and complexity levels, more and more companies are recognizing the benefits of automation to validate their end-to-end business processes across the entire enterprise SAP landscape,” says Melinda Ballou, program director for IDC’s Application Lifecycle Management and Executive Strategies Service.

On average, the surveyed organizations earned an ROI of 537% and broke even on their automation investment in 11.9 months, for benefits worth \$13.59 million over five years:

- Reducing staff time spent on QA by 48%, saving an average of 54,844 hours per year
- Increasing the percentage of validated business processes from 12% to 44%, an average of 317 end-to-end business processes per enterprise
- Cutting productivity losses from defects entering production environments by 44%
- Speeding up test cycles by 39%
- Accelerating time to market for application projects by an average of 5.3 weeks

Business users require that a company’s business processes must remain uninterrupted during changes as well as after them to avoid process failures that could bring operations to a grinding halt. Automation is the only practical way to minimize this risk—while at the same time offering an approach to cutting costs, shortening timelines, and deploying new technologies faster. That’s why automated business process validation is becoming the new industry standard across Fortune 1000 companies worldwide.

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