

SPEED UP INNOVATION & REDUCE COSTS

Automating business process validation can help businesses do both at the same time!

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Canadian enterprises competing in the global market face a catch 22: relentless competitive pressure to innovate, but with little to no room for its associated risk. Fortunately technology can both mitigate risk and help speed innovation.

The need to innovate rapidly across ever-more-complex business environments continues to escalate, yet for many companies the actual process of change management has changed very little in recent years, says Shoeb Javed, CTO at Worksoft Inc., an SAP partner and provider of business process validation software. This forces

CIOs into a precarious balancing act between the need for speedy change and operational reliability.

“It’s clear that to compete today companies must continually

and quickly innovate their business systems, and yet many have not looked closely at how they can innovate around the way they manage change—how they can actually innovate the process of successful change management.”

Today much of the quality assurance (QA) required to ensure critical business processes continue to work uninterrupted during major technology changes is still done in an ad-hoc, manual way, Javed says. Already-busy teams have applications thrown at them to test on top of their existing workload, leading to shortcuts, gaps and omissions in their manual testing.

“All this manual effort is tedious and time-consuming, introduces human error and, ultimately, doesn’t actually do a good job of finding and preventing software failures,” he says. “It’s not systematic, so you don’t have a good idea of how much of your company’s critical business processes are covered in the testing.”

In addition to introducing risk, past QA approaches further slow projects down, stifling innovation. The limited pace of manual testing does nothing to support the unprecedented volume and complexity of changes required to innovate and be globally competitive today, Javed adds.

Often already delayed by the time a project reaches testing—due to limited time, money or resources—manual testing of business processes is frequently given short shrift as project deadlines approach. Javed suggests that for some Canadian businesses, doing double duty around multi-language testing and already strapped for resources, this QA can sometimes look even more daunting.

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What's worse, the lack of systematic and thorough testing can result in significant system and process failures that all but "break" the company's ability to do business, Javed says.

"Companies often skimp on quality assurance, with sometimes catastrophic results."

"Businesses can't afford a major glitch that leaves them unable to, say, take orders or ship products, but they also pay a high price in productivity loss if they deploy a solution to improve their business that is riddled with small problems," he says. "It's like death by a thousand cuts."

There is a better way

Solutions exist to help companies automate the testing process in order to free up resources, save time, and dramatically improve quality. The problem is that historically the first generation of automation software was incomplete and left the bulk of the business processes to be tested manually. In fact, most legacy solutions would automate only five or 10 percent of the testing process. Javed notes that many of those older solutions didn't seem worth the investment and effort.

But today, automating the testing of 80 to 90 percent of critical business processes, the Worksoft Certify® Suite flips the scenario. The software helps business to quickly deploy game-changing projects—such as SAP HANA®, mobility or cloud—while effectively automating the validation of business processes end-to-end—including functionality, performance and role-based security—to ensure that companies can handle their technology changes.

The frequency of automation enables 95% or more of the defects in business systems and interfaces to be detected early and quickly repaired before they reach production systems - without impact to business users.

The results are proven and substantial

Some of the largest companies have used business process validation software to cut project timelines and recognize quick return—in less than 90 days. In fact, dozens of Fortune 500 companies in manufacturing, financial services, government, healthcare, retail and transportation have turned to Worksoft's suite, including marquee Canadian clients. "The ROI can be quite dramatic," Javed says. He adds that customers can save anywhere from 25,000 to 50,000 hours per year by eliminating manual effort. "A company testing manually would take 55 people six weeks a quarter to accomplish what can be done in a few hours with one person through automation."

With 25 to 40 percent of the cost of major projects such as ERP going towards testing, such automation also provides dramatic savings around project budgets. Worksoft clients have saved more than \$2 million in their first year, Javed says.

But the ultimate benefit is a competitive one; more quickly deploying game-changing technology projects and eliminating the backlog of projects that develops with traditional testing methods.

"If you shorten project timelines with automation, you can innovate faster; if you innovate faster, you widen the gap between yourself and competitors," Javed says. "That's agility."



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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.

About Worksoft Inc.

Worksoft® - an SAP® partner - is a leading global provider of business process validation software for packaged enterprise applications. Fortune 500 companies use Worksoft® solutions to lower technology risk as well as shorten project timelines, reduce costs, innovate faster,

and improve business process quality. Worksoft solutions validate end-to-end business processes with high levels of automation - often exceeding 80%. Blue-chip companies across manufacturing, financial, government, energy, healthcare, retail, entertainment, and transportation sectors choose Worksoft.

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