



Testing Centers of Excellence: Lock in Quality Across Enterprise Systems

THE HIGH DEMAND FOR SAP HANA® IN-MEMORY DATABASES,

mobility, portal, and cloud technologies is forcing enterprises to test business applications at faster rates than ever before, and the pace of change is only accelerating. Up to 40% of budget on these major projects — thousands or even millions of dollars — goes toward testing. To avoid the cost and risk of business disruption due to technology failures, introduce innovative technologies in less time, and ensure consistent quality in business-critical applications, an increasing number of Fortune 500 companies are establishing a Testing Center of Excellence (TCOE).

The complex and growing technology landscape makes successful manual testing more and more impractical. Relying on paper-based, human-centric processes increases the risk of human error, boosts costs, and ultimately can trigger a business outage due to errors or antiquated quality control processes. Even a week of delayed shipping can cost a business millions of dollars.

“Fortunately, if poor quality causes systemic problems, a systematic approach to testing can fix them,” says Toby Cappello, VP, global client services for Worksoft, Inc. “By building competency around testing, automation, and business process validation, a TCOE drives faster deployment of innovation and ensures the quality of enterprise business processes. This increased emphasis on end-to-end business process validation minimizes business disruption when technology changes are introduced.”

Establishing a TCOE

At many companies, testing is a low priority. “A company may not realize how much it spends on testing and may never even have measured its spend, which can be in the millions,” Cappello notes. “And they may not fully understand the real business risk of deploying systems and updates that are not tested.”

A TCOE can dramatically reduce technology risk and create enormous budget efficiencies at the same time. To establish a TCOE, organizations need to commit to quality testing and business process validation as a business capability:

✓ **Set the proper foundation.** Understand key improvement opportunities and objectives. Understand how your organization is ensuring the quality of systems and business processes today. How are systems being tested? How are end-to-end business processes validated? How do you know that critical business processes will continue to work as intended when new technology is deployed?

✓ **Start with a project.** Build organizational understanding of test automation incrementally. Demonstrate success and value quickly.

✓ **Build a TCOE program.** Establish testing as an integrated set of business activities (people, technology, and process) to produce a positive outcome.

✓ **Adopt the TCOE across the enterprise.** Develop strong executive sponsorship. Move the TCOE forward by effecting change and quantifying the value — one project at a time.

Proven Benefits

Establishing automated testing as a competency in global enterprises is proven to substantially reduce costs, increase efficiency, and accelerate innovation. Cappello cites one customer that initially realized all the resources in its three-year SAP® roadmap would be consumed by testing and quality assurance. Establishing a TCOE made the company’s approach much more efficient with savings in the millions, allowing it to shift resources back to innovation to meet its business goals.

“If you’re not considering a TCOE as a framework to ensure quality across your end-to-end business processes, you’re ignoring it at your peril,” Cappello concludes. ■

WORKSOFT®
Making Business Work

