Dow Corning

CHALLENGE

Upgrading SAP to ECC 6.0 placed demands on overworked business process experts and a reduced IT staff.

SOLUTION

Worksoft Certify® for SAP® applications provides both business process exper ts and IT users with a single solution to validate, document and record SAP business processes without writing, generating or maintaining any code.

RESULTS

In 3 months, the company automated over 70 percent of its test cases during a major SAP upgrade. By transforming discrete, manual tests into end-to-end automated tests, support package testing hours have been greatly reduced.

> "We've had a very good experience with Worksoft Certify. Within three months, we've been able to automate more than 70 percent of our critical business processes, including more than 150 end-to-end tests."
>
> Jeff Duly, Senior Enterprise Architect, Dow Corning

Dow Corning Automates over 70% of SAP Testing

From Antarctica to the moon to your own household, silicon–based technology by Dow Corning helps products perform more effectively. A leader in silicones, the $5.45 billion per year company makes more than 7,000 products for over 25,000 customers worldwide. Dow Corning is distributed across dozens of global locations with 31 different languages. Yet, a single instance of SAP supports about 97 percent of the company. Since Dow Corning implemented the software in 1996, the company has rolled out nearly every available SAP module. Dow Corning keeps SAP current, remaining just one version behind at all times. Each year, that requires four to five system upgrades across its landscape. Upgrades, enhancement packs and support packs make for constant change – at a rate of 400 to 600 transports per month.

INCREASING NEED FOR AUTOMATION

Since adopting SAP 13 years ago, Dow Corning had performed testing manually. Though the company had a history of quality testing, the demand on high-value business process experts reached an all-time high. Without a formal test group, busy subject matter experts were spending as much as 500 hours combined conducting functional testing for every SAP support pack. When faced with the major upgrade from ECC 5.0 to ECC 6.0, the demands of manual testing, combined with multiple retirements of longtime team members, Dow Corning decided

it could not afford to continue testing manually – it was time to automate. "We really want our subject matter experts working on new areas of functionality, growth opportunities, geographic expansions and new innovative business models," said Jeff Duly, senior enterprise architect. "We want them working on transform-the-business types of innovation, not manual testing."

END-TO-END SAP TESTING

In anticipation of the upgrade from 5.0 to 6.0, Dow Corning set an ambitious goal of finding and installing an automated testing solution – and then transferring all their critical manual testing procedures to automated processes. All of this had to be done within three months. "Dow Corning was looking for one tool to help us automate our end-to-end SAP testing to optimize efficiency," Duly said. "The biggest challenge was that we had a 3-month window to analyze, purchase, install and then automate as many processes as possible. We felt comfortable after talking with Worksoft that they would be able to meet this challenge for us." Worksoft Certify® stood out for three reasons. First, Worksoft Certify embraces an object-oriented approach to testing. Second, the product is specialized for SAP applications. And finally, Worksoft Certify caters to the business analysts versus a technical SAP BASIS administrator. With Certify, subject matter experts that understand the business process have a single solution to validate, document and record end-to-end validation tests without writing, generating or maintaining any code.

WORKSOFT®

PHASE I – AUTOMATING OVER 70% IN 3 MONTHS

With 13 years of manual testing, the company had a solid inventory of its scripts and a detailed understanding of its testing needs and sequences. That readiness helped expedite implementation and evolution to an automated test suite. Over the years, Dow Corning had developed more than 1,100 discrete, manual test cases. However, the company knew it could consolidate many test cases by packaging them into an end-to-end business test case that simulated the real business process. Both business and IT teams collaborated with Worksoft Professional Services to define and optimize their end-to-end process testing, with the goal of test case consolidation and complete coverage across all of the critical business processes. Within a three-month timeframe, Dow Corning was able to convert and automate all of its critical legacy test cases using approximately 150 end-to-end test cases in Worksoft Certify – representing over 70% of the former test cases and test coverage. Using Worksoft Certify, Dow Corning effectively eliminated three legacy manual test cases for every new, automated test in Worksoft Certify.

PHASE II - UPGRADING TO ECC 6.0

After successfully completing Phase I, it was time to focus on the major SAP upgrade from ECC 5.0 to ECC 6.0. Dow Corning knew that the preparation and work done in Phase I would pay off, but no one really understood how this would translate in the ECC 6.0 environment. As it turned out, the object-oriented approach in Certify allowed Dow Corning to build and reuse specific test cases which were very portable during the upgrade process, saving a tremendous amount of time. In less than one day, the Dow Corning teams converted all the ECC 5.0 Certify tests to run on the new ECC 6.0 version. After doing so, Dow Corning had developed a total of 250 end-to-end business validation tests that were capable of testing all the critical business processes on the ECC 6.0 platform.

PHASE III – MOVING FROM UPGRADES TO UPDATES

With the smooth upgrade behind them, Dow Corning began to integrate Certify into its weekly processes for testing SAP transport changes, support packs and enhancement packs. By using Worksoft's lights-out testing approach, all 250 end-to -end processes now run in six hours. As part of this reduction, Worksoft showed Dow Corning how to make test data part of the automated process instead of having to copy and move production data to support the testing scripts. This enabled the tests be "self-contained" so that they could be run at night and on weekends without any human involvement –essentially running in a lights-out mode. By accelerating the deployment of critical SAP updates and new enhancements, risk is reduced for the entire company.

MORE EFFICIENCY, FASTER RESULTS

Now, IT manages the technical aspects of implementing SAP upgrades, service packs and daily change management tasks. Business process experts now focus on the optimization of the business processes while an outsourcing vendor creates, maintains and executes end-to-end test cases that are aligned with Dow Corning's business processes. "Seeing was believing," Duly said. "Once we started using the tool, it gained momentum. After the first couple of weeks, we were really seeing a lot of energy around using the tool and moving it forward." In fact, despite losing headcount due to retirements, the company completes upgrades, enhancement packs and support packs more quickly than before, and has been able to refocus business process analysts on refining business processes and supporting the business. "Automation has really helped save time for the subject matter experts and put them on transform-the-business type initiatives," he added. "Worksoft has proven to be right partner for us."

ABOUT WORKSOFT® INC.

Worksoft® is next-generation test automation that brings speed and agility to SAP® and the "ecosystem" of software that surrounds it by automating end-to-end testing, not just for SAP®, but for everything SAP® interacts with–even web interfaces. Unlike legacy test automation systems, Worksoft is easy to use, allowing Worksoft customers achieve 60-70% automation in 90 days–enabling "lights out" testing even for minor transports and releases. There's a reason why over 100 of the largest SAP® customers in the world use Worksoft for test automation. Discover Worksoft today. Get Agile in your SAP® Ecosystem.

For more information, contact Worksoft at 1-866-836-1773 or visit www.worksoft.com.

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