

RICOH Boosts Operational Efficiency with Advanced Test Automation

Enhancing System Reliability with Worksoft's End-to-End Testing Automation

75%

reduction in testing time

80%

reduction in regression test suite development time

Summary

RICOH Europe faced the challenge of managing complex testing across multiple Oracle systems, requiring extensive manual effort and straining resources. By adopting Worksoft's automation platform, they streamlined processes, reduced testing time by 75%, and freed up teams to focus on strategic projects, achieving greater efficiency and smoother operations.

Challenges

RICOH's main challenge was the need to efficiently manage and maintain automated test scripts across multiple Oracle systems. Their existing approach required extensive manual testing efforts, particularly during quarterly patch updates, which could disrupt operations and consume valuable resources. Key challenges included:

- High Maintenance Effort: Manual maintenance of scripts due to frequent updates and changes in Oracle systems.
- Time Constraints: Completing extensive testing within a narrow two-week window during quarterly patch cycles.
- Resource Allocation: Functional teams were heavily involved in manual testing, leading to resource constraints.

Solution

RICOH implemented Worksoft, a robust test automation platform, to streamline their testing processes. The solution allowed RICOH:

- **Scriptless Automation:** Worksoft enabled the team to create test scripts without the need to write code, reducing complexity and increasing accessibility for non-technical users.
- **Centralized Maintenance:** The tool's object repository management minimized the effort required to update test scripts. Changes made to an object in one script were automatically reflected in all related scripts, significantly reducing maintenance overhead.
- **Efficient Test Execution:** Automated scripts were run efficiently within a few days, as opposed to the two-week manual process previously required.

"The benefits of Worksoft have been significant. We're now able to complete a huge number of tests in a much shorter window. The time savings have been substantial, and we've freed up resources that were previously spent on testing. It's been a big win for RICOH, accelerating how we can test and ultimately improving our overall efficiency."

Jeremy Bonnar, Test Manager at RICOH Europe

Results

The implementation of Worksoft transformed RICOH's testing strategy, yielding significant benefits:

- **Increased Efficiency:** Automation reduced the time required to complete quarterly testing cycles from two weeks to just 4-5 days.
- **Resource Optimization:** Freed up functional teams to focus on strategic initiatives rather than routine testing.
- **Improved Test Coverage:** Enabled comprehensive regression testing, ensuring critical business processes remained unaffected by system updates.