

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

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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 an Infosys engineered continuous test automation framework through Worksoft Certify platform, thereby reducing testing time during deployments and quarterly patches, along with significant efficiency during test suite development time.

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 adoption of Worksoft has delivered significant value to Ricoh, both strategically and technically.

By automating testing across large, complex, and highly customised applications that have evolved over many years, we have built a robust regression pack that rapidly identifies code issues and prevents defects from reaching production. This has drastically shortened testing windows, reduced manual effort, and freed up skilled resources to focus on innovation rather than repetitive validation.

At an executive level, the impact is clear: faster release cycles, stronger risk mitigation, and greater confidence in the stability of our core systems. Worksoft is not only accelerating how we deliver change but is also enhancing quality, scalability, and efficiency across the organisation.

Mona Dasgupta - Head of Enterprise Application Engineering 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.