

INDUSTRIAL ELECTRIFICATION & AUTOMATION LEADER STREAMLINES GLOBAL MIGRATION TO WORKDAY



CUSTOMER PROFILE

ABB is a leading technological organization in the electrification and automation industry. They enable a more sustainable and resource-efficient future.

WEBSITE

global.abb

LOCATION

Global

NEED

- Massive HR system migration
- Resource-effective testing
- Data privacy compliance
- Cross-app integration

THE IMPACT

- Secured data for test cycles
- Reduction in cost, time and effort
- Seamless cross-application project development
- Cataloged end-to-end test scenarios

ABOUT ABB

ABB is a technology leader in industrial electrification and automation. With headquarters in Zurich, Switzerland, the company has branches across the globe and employs nearly 200,000 employees. ABB annually manages an average of 250 projects of all sizes and across a wide array of industries. Close to 150,000 ABB employees regularly use one of the more than 29 ERP systems deployed in various regions around the world.

THE CHALLENGE

In late 2019, ABB decided to migrate its global human resources management to the Workday platform. This required a robust testing platform that could handle test cycles and user acceptance testing (UAT) on a massive scale, maintain seamless testing processes across multiple time zones and teams, and ensure consistent workflows.

It was very important to ABB that business users were involved in the migration, in order to ensure it would not negatively impact their core business processes. This meant getting their buy-in with the testing tool. However, there was also an impetus to “do more with less” during UAT testing, so as to avoid disruptions, save time and reduce pressure on the business.

In addition, as a SOC-compliant organization, ABB needed to take steps to protect sensitive personal data in its HR system. This included ensuring that data captured in the context of cross-app testing would only be visible to those employees with the proper authorization.

“Panaya’s testing tools seamlessly support the integration of workflows across our global network of applications and systems.”

Vivek V. Karwande, Head of ERP Cross-Services

THE SOLUTION

Since 2014, ABB has been using Panaya solutions for handling SAP-related upgrades, impact analysis, software testing, and creating guides and documentation. In light of that positive experience, ABB decided to continue using Panaya Test Dynamix for test management in the Workday HR project and other non-SAP solutions.

SECURELY PASSING THE BATON

With Panaya Test Dynamix, the complex global user acceptance testing (UAT) process was divided into tasks and assigned to specific business and IT testers. Automatic notifications in a pass-the-baton-style workflow let each tester know when they were needed, optimizing business-IT collaboration and giving managers clear visibility into the project's progress.

Panaya immediately addressed the issue of sensitive data protection by introducing authorization at the test cycle level. Only those directly involved in the given UAT test cycle would be able to see the full data included in the results.

CROSS-APP TEST EVIDENCE

Panaya Test Dynamix enabled ABB to create a centralized, cross-application test scenario catalog. A built-in recorder captures the step-by-step details of every test by each team, including screen captures, scripts, and results. The test evidence is automatically documented, standardized and organized to reflect more than 120 core business processes at ABB.

The company can now select end-to-end test scripts and scenarios from the global catalog and modify them to suit specific local projects.

PANAYA ACROSS THE BOARD

In addition to the Workday system project, ABB is using Panaya Test Dynamix as part of a central finance system rollout on S4/HANA.

With Panaya, the company is able to integrate local ERP systems, GRC applications and other solutions into its new global finance and Workday systems. Supporting such cross-application workflows, Panaya Test Dynamix allows ABB to develop projects seamlessly incorporating SAP and other business-critical applications.

“Panaya helps us time after time, making it possible to meet major goals and smoothly carry out significant upgrades,” said Vivek V. Karwande, Head of ERP Cross-Services at ABB.

WHAT'S NEXT?

ABB is already working toward extending Panaya Test Dynamix to support more of its business-critical applications. ABB sees Panaya as key to ensuring flawless operational continuity and optimization. Panaya will also be introducing a codeless test automation tool to ABB, further reducing regression testing time and effort with a baseline set of scenario scripts.

ABOUT PANAYA

Panaya enables organizations to accelerate application change and continuously deliver innovation with its Change Intelligence Platform. Panaya provides cloud-based application delivery and testing solutions that ensure collaboration between Business and IT. Enabling enterprise agility with faster release velocity and uncompromising quality, Panaya delivers an optimized user experience with end-to-end visibility of the application lifecycle. Since 2006, 3,000 companies in 62 countries, including a third of the Fortune 500, have been using Panaya to deliver quality changes to enterprise ERP & CRM applications.