

A GLOBAL LEADER ENGINEERED A SOLUTION TO SAVE TESTING TIME AND REDUCE RISK



CRANE

CUSTOMER PROFILE

Engineered industrial products

WEBSITE

www.craneco.com

LOCATION

Global

NEED

- Simplifying testing in a complex ERP landscape
- Streamlining test management
- Ensuring accountability
- Test standardization

THE IMPACT

- 1 month saved each testing cycle
- 100% reduction in test-based risks
- 72% reduction in post-go-live issues
- Rapid tester onboarding
- 100% testing visibility

ABOUT CRANE

Crane, an American industrial products company based in Connecticut, is a global leader in highly engineered industrial products, aerospace and electronics, process flow technologies, and engineered materials. Founded in 1855, the company employs approximately 7,000 people in the Americas, Europe, the Middle East, Asia and Australia.

THE CHALLENGE

Crane has multiple divisions using different ERP systems, including SAP, QAD, Oracle and JD Edwards. When new businesses are acquired or legacy systems need to be updated, they must be integrated and compatible with the system used in the relevant division.

For those integrations and other change processes, Crane carries out several CRPs and UAT testing cycles. However, they were not able to obtain testing scripts from their vendors or external consultants for more than 28% of around 1,000 different processes. This created an unacceptable risk of post-go-live issues that could disrupt the business.

All the testing scenarios and scripts were managed in separate Excel spreadsheets. The only information that testers had to record was a pass or fail for each test. Project managers had to put a lot of effort into manually collecting the data for reporting and there was no visibility into the effectiveness of the testing process. Organizing and administering testing this way, especially for a global project, was very time-consuming, lacked accountability, and was vulnerable to human error.

“If I can’t do it with Panaya, I will not accept the job.”

Miguel Macias, Global Project Manager Officer

THE SOLUTION

Crane discovered that most options for improving its testing processes were expensive, required on-premises maintenance, focused on product validation, or were very complex. Panaya proved to be straightforward, comprehensive, and flexible.

A RICH LIBRARY

The library of test scripts, based on and structured by the Panaya template, is rich and easy to use. Users can independently organize tests as needed and select which tests are most applicable. The repository is continually enriched with tweaked scripts uploaded from multiple test cycles and with scripts from a variety of projects that can be adapted for use anywhere else.

EASY TO USE — FROM START TO FINISH

Onboarding to Panaya is extremely easy, according to Crane's Global Project Manager Officer Miguel Macias. Both project managers and testers are able to quickly understand and use the intuitive solution.

Testing is made even easier and more effective with Panaya's "pass the baton" approach to test management. When a tester completes their task, Panaya automatically notifies the next tester in the given workflow, ensuring seamless testing and improving team dynamics.

VISIBILITY IS BUILT INTO THE TECH

Panaya's rich test evidence and robust dashboards provide Crane's IT leadership with valuable insights.

They can determine, for example, which testers are having trouble and provide managers with targeted guidance. Moreover, an accurate audit trail can indicate the cause of any testing issues.

PRIORITIZING GREAT RESULTS

"For Crane," Miguel said, "the projects metrics are tracked in this order: safety, quality, delivery, cost." So Quality is higher than delivery.

With Panaya, quality risks related to testing management are completely eliminated and the number of issues appearing after go-live dropped by about 72%.

Visibility improves quality. Every tester, manager and stakeholder can see in real time what is being tested and validate that it is being done properly. This gives Crane leadership more confidence in their business continuity.

The testing repository and Panaya's adaptability **reduced every testing cycle by one month.** Naturally, shortening project timelines constitutes a major cost savings.

BEYOND ERP

Crane business users sometimes ask the IT leadership if they can use Panaya for testing in non-ERP projects as well. One such upcoming project is a Human Capital Management migration from PeopleSoft to Workday.

"If I can't organize the testing for the Workday project with Panaya," Miguel said, "then I won't accept the job."

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.