ENHANCING A GLOBAL ERP TRANSFORMATION PROJECT WITH FAST AND EASY TESTING

FLUKE ®

CUSTOMER PROFILE

Worldwide leader in manufacturing industrial test, measurement and diagnostic equipment.

WEBSITE

www.fluke.com

LOCATION

Global

NEED

- Faster UAT onboarding
- Coherent reporting
- Replace manual processes
- Faster remediation
- Audit-proofing

THE IMPACT

- Business users onboarding in 10 minutes
- 90% of defects remedied without managerial intervention
- End-to-end process visibility for project manager
- Testing and report standardization

ABOUT FLUKE

Fluke is a multinational corporation providing test, measurement, calibration, and diagnostic equipment and software to businesses in a wide array of industries. Headquartered in Washington, United States, it operates manufacturing centers in the US, the UK, Asia, and The Netherlands, with distributors and representatives in over 100 countries. Fluke has achieved the number one or two position in every market in which it competes.

THE CHALLENGE

Fluke's global distributors use a self-service web-based platform for managing their interactions with the company. The platform was to be enhanced in a five-stage project that would include customizing the internally sourced order (ISO) functionality of the company's Oracle EBS system.

Testing the enhancements and customizations would require the involvement and coordination of developers, analysts and business users. However, the standard process for doing so was heavily manual, time-consuming, and prone to human error.

Fluke stakeholders had to use a variety of Excel spreadsheets to track different tests, which required training to ensure each specific sheet was filled out correctly. Then, the test results were reported to an analyst managing the specific project. The manager had to ensure the reports were clear, identify what needed repair, and convey that information to the developers for remediation.

The testing process and the need for a "man in the middle" defect management unnecessarily consumed time and resources. A new solution was necessary.

"Panaya worked like a charm!"
Oliver Rademaker, *Business Systems Analyst*

THE SOLUTION

Fluke selected Panaya as it addressed all of the company's needs for streamlined testing and defect management, including detailed test documentation. The solution was adopted for the distributor self-service system enhancement, as well as other change management projects.

For Fluke, the key element that underpins the benefits Panaya brings to the table is standardization. Testing and remediation processes can be customized as needed, making it easier for the project manager to track progress and identify potential bottlenecks. The unified Panaya platform also ensures that stakeholders are always on the same page.

CRITICAL PROJECT VISIBILITY

For every phase of the self-service enhancement project, Fluke depended on Panaya for automatic, real-time testing documentation.

With complete test evidence provided by Panaya, the project manager and developers have full end-to-end visibility. The solution's robust dashboards and reports are especially critical for obtaining rapid manager approval to migrate necessary code and workflow changes, as it is easy to show every step of the work performed. This also introduces audit-proof compliance into Fluke's change management processes.

USER TESTING HAS NEVER BEEN EASIER

The Fluke IT team found that training business users to test with Panaya takes no more than 10 minutes and needs no further time investment. The automatic recording and intuitive interface ensure that the customized testing workflow is easy to follow.

Panaya's "pass the baton" mechanism automatically alerts each tester when their participation is needed, preventing bottlenecks and business disruptions. According to Oliver Rademaker, Business Systems Analyst at Fluke, "It worked like a charm!"

CUSTOMIZED TEST SCENARIOS

Panaya is also easy to customize. Fluke employees trained on the solution took it upon themselves to create their own Panaya testing scenarios for several projects they were involved in.

A NEW DEFECT MANAGEMENT MODULE

Oliver called Panaya's defect module and dashboard "a huge relief," as it eliminates the need for testers to report to him as part of defect management.

Instead, test recordings and results are directly communicated to the relevant developers. They are able to see step-by-step what led to any given issue and what needs to be fixed. The closed-loop Panaya process then alerts the relevant user for retesting. In fact, 90% of all defects are now resolved without any managerial intervention.

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.