

HOW PANAYA BECAME HOLCIM'S SECRET TESTING WEAPON IN ITS LARGE-SCALE SAP UPGRADE



CUSTOMER PROFILE

Manufacturer

WEBSITE

www.holcim.com

LOCATION

Global

NEED

- Business continuity
- Comprehensive documentation
- Global testing coordination

THE IMPACT

- 0 post-go-live issues
- Minimal resources
- 3-4 minutes average testing time
- 100 months of contract labor saved
- Automatic documentation

ABOUT HOLCIM

Holcim is a leader in innovative and sustainable building materials, for greener cities, smarter infrastructure and improved living standards. Based in Switzerland, the company has a global reach, employing 60,000 people in markets across the world. Holcim is the company behind some of the world's most trusted brands in the construction sector.

Holcim's Americas Digital Center (ADC) provides technological support for company operations using IT platforms and systems such as SAP. The ADC provides Holcim brands in 11 countries in the Americas with best-in-class solutions and a team of nearly 300 highly qualified IT specialists, helping businesses become more competitive. The ADC is part of a larger network of over 1,000 professionals providing IT support to Holcim companies around the world.

THE CHALLENGE

Holcim embarked on an implementation of the enhancement package EHP8 for SAP ERP 6.0, as well as migrating some major processes to Fiori. The initiative required a massive, complex rollout of the company's SAP systems and components, while ensuring compliance with HR and security regulations.

The SAP upgrade would have a direct impact on more than 7,000 PCs and laptops used by over 250 business stakeholders. It was critical to make sure all business processes would work as expected after the upgrade, with no operational disruptions. This required unified and standardized testing of complex use cases across a large multinational team, for each of the project phases. Holcim also had to ensure detailed documentation, which is mandatory in its industry for auditing, compliance and ITSM processes.

“We call Panaya our secret weapon for success!”
Felipe De Las Casas, SAP Integration Manager

THE SOLUTION

For an efficient transition of their SAP system, Holcim sought a solution that would guide their core project team in planning, accelerating and executing unified testing. After doing their due diligence, the company found that, alongside a detailed impact analysis, Panaya provides the tools to streamline, manage and track massive testing.

According to SAP Integration Manager Felipe De Las Casas, “Panaya turned out to be fast and friendly to install.”

Panaya was critical to managing a smooth, coherent user acceptance testing (UAT) process involving 300 stakeholders, every business unit, and multiple time zones. With Panaya’s unique test planning capabilities, Holcim divided the testing process into steps and assigned relevant tasks to specific business and IT testers in a pass-the-baton-style workflow. Panaya then automatically notified each user when the testing baton was handed over, optimizing business-IT collaboration and giving managers clear visibility into the project’s progress.

Some of the UAT teams had 100 scenarios to test, others had 10. Regardless of the complexity or size, Panaya’s tools easily aligned to their needs. In addition, whether a team used Word or Excel to record their activities, Panaya incorporated all the data in unified, standardised testing scripts.

Panaya’s built-in recorder captures the step-by-step details of every test by each team. Comprehensive test evidence, including screen captures, is delivered in an automatically generated PDF for compliance and documentation purposes.

Finally, the testing scripts were incorporated in the Panaya repository for future use case testing. The scripts can also assist in onboarding new employees and in identifying which processes are ripe for automation.

TEST, TEST AND TEST AGAIN

“Panaya enabled us to follow individual and multi-step testing scripts covering all relevant scenarios for our business processes,” Felipe explained.

The company successfully executed over 6,500 testing scenarios, with an average testing time of no more than 4 minutes. More than 200 change requests went to production with follow-up impact analysis, ensuring compatibility with the EHP8 upgrade. The testing, changes, corrections and follow-ups were all carried out with zero disruption to daily business.

With Panaya, Holcim did not have to hire additional contractors to complete the project. The savings are estimated to be the equivalent of 100 months of contract labor.

Felipe commented, “While the effort and commitment of our team is key, having Panaya to speed up the testing process is really important to achieving our goals.”

LESSONS LEARNED AND NEXT STEPS

The Holcim leadership noted that Panaya will be a key resource in terms of future upgrade and change management projects.

The immediate next step is to leverage Panaya’s new codeless test automation tool. It will further reduce 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.