

LONDON CALLING: RICOH EUROPE PLC'S TESTING TRANSFORMATION



RICOH imagine. change.

CUSTOMER PROFILE

Ricoh Europe PLC is a digital workspace integrator and a leader in workplace experience and process automation.

WEBSITE

<https://www.ricoh-europe.com>

LOCATION

EMEA

NEED

- Managing complex IT landscape, manual testing inefficiencies, lack of visibility and control, cross-application testing

THE IMPACT

- Significant reduction in testing time and effort
- 100% visibility and control
- Enhanced UAT engagement

ABOUT RICOH EUROPE PLC

Ricoh Europe PLC is a part of Ricoh Company Ltd. With a significant presence in the UK, Ricoh Europe PLC handles diverse IT projects and operations, playing a pivotal role in the company's European operations. The company has continually evolved, expanding its portfolio to include advanced IT services and solutions, ensuring it stays ahead in a competitive market.

THE CHALLENGE

As Ricoh Europe PLC transitioned from traditional printing to office services, it faced the challenge of managing a complex IT landscape. The integration of over 50 different applications into their Oracle platform (Ricoh Europe PLC utilises both Oracle E-Business Suite (EBS) and Oracle Cloud) created significant testing and management complexities. The existing manual testing processes were time-consuming, lacked efficiency, and did not provide the necessary visibility and control. Cross-application testing further compounded these challenges, necessitating a comprehensive solution.

The IT team found it particularly challenging to keep up with the frequent updates and changes in their ERP systems, which required rigorous testing to ensure stability and performance. The lack of a centralised testing platform meant that different teams often worked in silos, leading to inconsistencies and delays in the testing process. Additionally, the manual effort involved in coordinating and documenting tests was substantial, consuming valuable resources that could have been better utilised elsewhere.

“Panaya creates a very unifying experience for all our stakeholders, providing great visibility and motivating our teams”

— Jeremy Bonnar, IT Project Manager, Ricoh Europe PLC



THE SOLUTION

To address these challenges, Ricoh Europe PLC selected Panaya as their unified platform for managing all testing needs. Panaya's solution provided several key benefits:

- 1. UNIFIED TESTING PLATFORM:** Panaya allowed Ricoh Europe PLC to consolidate all testing activities on a single platform, streamlining processes and improving efficiency. By integrating all testing functions into one system, Ricoh Europe PLC eliminated the need for disparate tools and manual processes, resulting in a more cohesive and manageable workflow.
- 2. FULL VISIBILITY AND CONTROL:** The platform's comprehensive dashboards and real-time updates provided complete visibility over the testing progress and outcomes, ensuring better control and management. This transparency was crucial for project managers and stakeholders to monitor the status of testing activities and make informed decisions promptly.
- 3. CROSS-APPLICATION TESTING:** Panaya's ability to manage tests across different applications enabled Ricoh Europe PLC to handle complex testing scenarios involving multiple systems. This capability was particularly beneficial for ensuring that integrations between various applications, such as Oracle ERP, SAP Concur, and ServiceNow, functioned correctly without any disruptions.
- 4. USER ACCEPTANCE TESTING (UAT):** Panaya's intuitive interface and automated notifications facilitated efficient UAT, reducing training time and increasing business user engagement. The ease of use and clear instructions provided by Panaya ensured that business users could participate effectively in the UAT process, providing valuable feedback and validating that the systems met their requirements.

THE IMPACT

- **EFFICIENCY:** By centralising all testing activities on Panaya, Ricoh Europe PLC significantly reduced the time and effort required for test management. The streamlined workflows and automation capabilities of Panaya allowed the IT team to focus on more strategic initiatives, improving overall productivity.
- **VISIBILITY:** Enhanced visibility and control over the testing process enabled better decision-making and faster issue resolution. The detailed reports and real-time updates provided by Panaya ensured that any potential issues were identified and addressed promptly, minimising the risk of defects reaching production.
- **ENGAGEMENT:** The user-friendly interface and automated workflows improved business user engagement in UAT, ensuring thorough and efficient testing. The increased involvement of business users in the testing process led to higher-quality outputs and greater confidence in the system's performance and reliability.

CONCLUSION

Ricoh Europe PLC's adoption of Panaya transformed their testing processes, providing full visibility and control, streamlining cross-application testing, and enhancing overall efficiency. This strategic move allowed Ricoh Europe PLC to maintain its competitive edge in the evolving office services market, ensuring robust and reliable IT operations. By leveraging Panaya's comprehensive testing platform, Ricoh Europe PLC could confidently manage their complex IT landscape, delivering high-quality services and solutions to their customers.

ABOUT PANAYA

Panaya, a SaaS-based company and certified SAP partner, offers an all-in-one platform for Smart Testing solutions and Change Intelligence tailored for ERP and cloud business applications. Panaya accelerates and de-risks digital landscapes with AI-powered Test Automation, Test Management, and Impact Analysis. Panaya's focus on ease of use and an intuitive interface ensures seamless collaboration between business and IT, empowering business users and IT professionals to gain real-time visibility and control over their projects. This capability enables faster releases and continuous delivery of high-quality software. Since its founding in 2006, over 3,000 companies across 62 countries, including a third of the Fortune 500, have trusted Panaya to drive rapid, quality testing and change management in their enterprise business applications.