

WERFEN: COMPLETELY COMPLIANT

When Accurate Documentation and Comprehensive Defect Automation Meet



werfen

CUSTOMER PROFILE

Medical diagnostics

WEBSITE

www.werfen.com

LOCATION

Global

NEED

- Standardized documentation
- Reduced costs
- Reduced time
- Accuracy
- Complete audit trails

THE IMPACT

- Saved time and reduced human error
- 360-degree view of testing activities
- Easy compliance with internal and external audits
- Increased cost-effectiveness
- 100% automation and standardization of test documentation

ABOUT WERFEN

Werfen, a family-owned business, is a pioneer of in vitro diagnostics (IVD) solutions. Founded in 1966, the company grew to become a worldwide leader in specialized diagnostics in the areas of hemostasis, acute care and autoimmunity. Werfen also researches, develops and manufactures customized assays and biomaterials, providing innovative end-to-end solutions for the IVD industry.

Werfen has a global workforce of over 5,500 people, with headquarters in Barcelona, Spain. The company operates directly in nearly 30 countries, with distributors in more than 100 territories, and R&D and production centers in the United States and Europe. In 2021, Werfen revenues were €1,854 billion.

THE CHALLENGE

With a workforce and client base across the globe, as well as several areas of expertise, Werfen's SAP ERP solution is configured to handle complexity. It must also be responsive to dynamic business changes and SAP updates, which both create the need for a rapid internal release cadence. Every such change, however, is an opportunity for something to fail and disrupt critical business processes.

Functional, system integration, regression and UAT testing are used to mitigate that risk. However, Werfen encountered challenges in managing such testing due to the inefficiency and limitations of traditional tools and methods.

As a company dealing with sensitive medical information, Werfen placed great importance on generating test evidence and tracking results. Failure to do so effectively left the company open to the risk of regulatory compliance issues due to a lack of audit detail or inaccuracies.

However, documentation of the steps taken in testing and retesting was incomplete, time-consuming and subject to human error. It involved manually generating spreadsheets and related screenshots, which also slowed down progress and innovation. Other solutions, either did not generate the full evidence Werfen needed or was unable to work with web-based applications.

“Panaya is so much more, but even the documentation capabilities alone are well worth the investment.”

Antonio Ruz, Deputy CIO

THE SOLUTION

Werfen assessed Panaya's Test Dynamix platform with a specific focus on their goal of effective, efficient and comprehensive documentation. After trying other solutions, the decision was clear.

Panaya Test Dynamix provides fully automated documentation of every step and application outcome in the testing process. It records all activities and screenshots, and it does so in real-time.

That visibility into testing execution activities provides unique actionable insight into the impact of every change. With intuitive, customized Panaya dashboards, Werfen developers find it easier to track and analyze requirements, test cycles progress, defects resolution, and user activities and workload.

Moreover, the Test Dynamix platform is simply SaaS, allowing for unified, unique cross-functional testing and coordination across the Werfen enterprise. Testing is thus business-centric, mirroring real-world end-to-end user scenarios.

Clear, accurate, comprehensive – and fast

Werfen's deployment of Panaya Test Dynamix has had the intended effect. Specifically, the smart testing documentation features have met and exceeded expectations, providing many interrelated benefits.

- Reduced back-and-forth between developers and testers.
- A 360-degree view of all testing activities, with the complete steps sequence.
- Easy-to-use interfaces and technology.
- 100% automation of test documentation, cutting the manual burden and saving time.
- Clear, accurate, detailed and standardized documents.
- Audit-ready test evidence, enabling compliance with internal and external standards.

As the company's Deputy CIO, Antonio Ruz, put it: "We know that Panaya does so much more, but, for us, the documentation functionalities alone made it well worth the investment."

Full and complete documentation generated by Test Dynamix is automatically stored in a single, unique testing repository on the Panaya platform. With this resource, Werfen is able to easily comply with the most stringent data management standards.

The automation of documentation, along with Panaya's smart testing processes, frees testers and developers to focus on more value-added activities. As a result, Werfen has seen a clear improvement in the speed and cost-effectiveness of its SAP system updates – no matter how complex they are.

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 quick quality change to enterprise ERP & CRM applications.

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