

Government agency welcomes proactive defect prevention

Government agency upgrades software with HPE testing tool and useMango™

Objective

Required a new vendor with an appropriate testing methodology to ensure software quality during an important Oracle E-Business upgrade

Approach

Identified several software deployment specialists and appointed an IT service provider that could deliver to the original implementation schedule

IT Matters

- Created a comprehensive automated testing tool, ensuring software quality
- Delivered a far-reaching functional and regression testing regime, driving testing efficiency
- Automated 75 per cent of business processes, aiding system integration testing
- Aided fact-based judgements about software quality, producing proactive improvements within areas of risk aligned to business requirements

Business Matters

- Ensured timely project delivery to budget, offering a sound return on investment
- Captured major business defects proactively, generating 90 per cent time savings
- Safeguarded software quality, supporting the delivery of critical human resource services across an important and high profile government agency



A leading government agency successfully upgraded its highly customised Oracle E-Business Suite by integrating HPE Application Lifecycle Management, HPE Business Process Testing and HPE Unified Functional Testing software with useMango™. The new testing environment is delivering a 50 per cent cost saving.

Challenge

Safeguarding software quality

Human resource management is primarily responsible for maximising employee performance by fulfilling various support services such as recruitment, training, performance appraisals, payroll and benefits.

A well-known UK government agency that provides personnel, pensions, welfare and support services to employees, stakeholders and their dependents recently sought a vendor with an appropriate testing methodology to ensure software quality during an important and complex Oracle E-Business Suite upgrade. The agency operates a highly complex IT infrastructure and several specialised applications that are critical to the defence of its nation.

“Infuse Consulting and the business’ systems integration partner have performed excellent work. They are very professional and have delivered exactly what they said they would.”

— UK government agency spokesman

Testing specialist steps in

The agency originally appointed a systems integrator to upgrade Oracle E-Business Suite v11 to v12 as well as refreshing its entire infrastructure and moving to a new data centre. The software comprises a collection of enterprise resource planning, customer relationship management and supply chain management applications. However, the project soon started to flounder and the agency sought another systems integrator to complete the software upgrade and manage the BPO. The new specialist appointed London-based Infuse Consulting, an HPE Software Gold Business Partner and Hewlett Packard Enterprise Gold Business Partner of the Year, to assist with the testing element of the project.

Infuse Consulting and its systems integration partner faced several challenges as neither party could liaise with the agency’s internal employees, who were under contract to the incumbent vendor for the next four months. Moreover, Infuse Consulting had to deliver the System Integration testing project within the original timescale while ensuring software quality and performance with a sound return on investment at a fixed price.

“This was a tricky predicament,” explains Nalin Parbhu, chief executive officer, Infuse Consulting. “We’d not only picked up the project in mid-flight, there were also no requirements listed, a lack of testing documentation and the HPE Application Lifecycle Management (ALM) tools were not the latest versions. We therefore could not make a fact-based statement about software quality.”

Solution

System integration and performance testing

The first stage of the project involved due diligence by using a framework called the Testing Maturity Model (TMMi) to baseline the maturity of the testing organisation. This highlighted some significant flaws and a process improvement plan followed which was prioritised to ensure timely delivery and maximise return on investment. Before upgrading the HPE ALM software, Infuse Consulting worked with the system end-users to capture and prioritise all front-end business processes for input into the System Integration Testing (SIT) and acceptance environments.



During the project Infuse Consulting integrated HPE ALM, HPE Business Process Testing (BPT) and HPE Unified Functional Testing (UFT)¹ software with useMango™, another automated testing tool. Forming part of the HPE ALM portfolio, HPE UFT and HPE BPT provide the necessary functional and regression test automation for software applications to ensure software quality. useMango™ delivers the content and accelerates the ROI by generating assets utilised by HPE in a third of the time than it would using HPE tools. The HPE and useMango™ solution drives testing efficiency across the entire test automation process.

“We upgraded and integrated all the HPE ALM tools, implemented useMango™ to automate 75 per cent of business processes and then ran them in iterative test cycles weekly, in prioritised order in SIT, until we reached 75 per cent automation coverage,” says Parbhu.

Robust testing methodology

This approach to project delivery involved the collaboration of the agency at an early stage, helping the customer to understand the testing methodology and the quality of the results. It also ensured Infuse Consulting comprehended all the agency’s business processes. Consequently, the project team made fact-based judgements about software quality which led to proactive improvements within strategic areas of risk.

The Infuse Services Delivery Methodology is to test the most important business processes numerous times during SIT and then move rapidly to the build and deployment phases of test automation. It also provided a comprehensive grasp of the applications, any business impacts, and aided future performance testing through the outputs of useMango’s™ business level reporting through HPE ALM.

“Infuse Consulting and the business’ systems integration partner have performed excellent work. They are very professional and have delivered exactly what they said they would,” declares a UK government agency spokesman.

Benefits

Successful project delivery

After implementing the application and business process testing regime, Infuse Consulting helped deliver the Oracle E-Business upgrade on time and to budget, securing its own reputation and that of the systems integrator across this important business sector. Delivery took place at a fixed price and used only 50 per cent of the testing resources required by a manual process.

¹ Formerly HPE QuickTest Professional

Case study

UK government
agency

Industry

Public sector

Customer at a glance**Software**

- HPE Application Lifecycle Management v11
- HPE Unified Functional Testing
- useMango™

“We plan to build our future testing strategy on the testing roadmap developed by Infuse Consulting. We will use the rich heritage of our investment in future work across the account and continue to reap substantial benefits.”

— UK government agency spokesman

Integrating the HPE software with another automated test tool ensured the project delivered 50 per cent more change programmes, tested all business processes and proactively captured major business defects early, delivering a 50 per cent cost saving. The government agency believes the time associated with future test cycles will fall by 75 per cent.

“We plan to build our future testing strategy on the testing roadmap developed by Infuse Consulting. We will use the rich heritage of our investment in future work across the account and continue to reap substantial benefits,” concludes the UK government agency spokesman.

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