

FORTUNE[®] 500

Manufacturing Company: Oracle E-Business Suite Testing



CLIENT INTRODUCTION

A Fortune 500 and one of the world's largest manufacturing companies (world number one in overhead cranes manufacturing) that operates in five business segments. Aerial Work Platforms, Construction, Cranes, Material Handling & Port Solutions and Materials Processing.

The company manufactures a broad range of equipment serving customers in various industries, including the construction, infrastructure, manufacturing, shipping, transportation, refining, energy, utility, quarrying and mining industries.

BUSINESS CHALLENGE

An audit of recent Oracle EBS QA projects revealed inefficiencies in the QA process and Testing coverage. Four action items were identified as priority to support process improvement through a beta-test pilot project:

- Employ a risk-based approach in test planning and management, and implement a V-model approach for execution.
- Reverse engineer the load model to simulate production like load environment
- Use of automation and performance monitoring tools to expedite testing and find performance bottlenecks
- Document and improve the knowledge base of heavily customized Oracle EBS

SOLUTION

Following approach was taken:

- ImpactQA deployed 4 techno functional consultants (Oracle EBS) and studied the Complex Application for 6 weeks
- 6 week KT (mix of onshore and offshore) to ensure quick product learning. Reverse KT process after every week followed
- Worked closely with stakeholders to identify EBS areas that were mission critical for business
- Automated (Regression and Load Scripts) the critical but stable parts of the complex EBS and created a RBT Matrix
- Worked with Oracle Hosting Team and Support Teams to create a workload model to identify the actual user load. This did not exist before and reduced the dependency on expensive tools like HP
- Created Real time monitoring scripts to alert business in any critical business failed
- Identified cost saving areas like Web and Mobile applications within the organization that could be automated using Open Source tools hence saving costs
- Provided continuous support to ongoing maintenance and new release by regularly monitoring the performance and functionality of the ERP

BUSINESS VALUE

- 40% cost savings by automating business flows and reducing team size by half.
- Consistently delivered high-quality tested applications
- Improved the QA & Testing Processes
- Implementation of best practice testing processes – Standardize but customizable across applications
- High productivity and low cost by providing a solution that has an offshore as a primary component

USER VALUE

- Faster production roll-outs
- Ease of use of application
- Real time access to performance stats in production

SYSTEM VALUE

- Improved scalability, performance and flexibility of Oracle EBS
- Almost Zero system outage and real time monitoring of applications