



HCL HELPS FORTUNE 500 PHARMA & HEALTHCARE CLIENT MITIGATE RISKS, SURGE TIME-TO-MARKET



 BUSINESS
ASSURANCE
& TESTING



CUSTOMER DESCRIPTION

A Fortune 500 British multinational pharmaceutical and healthcare company headquartered in Brentford, London with a portfolio of products for major Diseases.

BACKGROUND

The company has embarked upon implementation of a global financial and commercial core in SAP ECC 6.0 to simplify its operating model. A single, global SAP template using ECC 6.0 built upon the previous commercial ERP solution template with limited future customization has been deployed in successive waves. This new commercial ERPS program is being implemented and deployed to 14 markets in the European region covering their pharmaceutical and consumer business processes.

The client is posed with the challenge to adhere to Pharma Regulatory Compliance for the implementation testing. Its other key challenges include:

- Reduction in defect leakage to UAT and compliance to regulatory needs and audits
- Primarily project-specific testing methods
- Increasing cost of testing and detection of defects in later stages of testing
- Lack of quality testing in last implementation prior to HCL and risk of failure due to inept testing

ENTER HCL

After conducting a comprehensive analysis, HCL implemented the following using specific IPs, frameworks and accelerators.

- Risk-based testing (RBT) is implemented using MoSCoW principles
- Shift left approach implemented resulting in early testing and defect detection resulting shortened and effective test cycle time and corresponding accelerated time-to-market
- HP QTP BPT accelerator is used to reduce test design effort
- Enhanced reusable SAP component library with 214+ reusable components is utilized and a program training and e-learning approach is adopted
- HCL requirements ambiguity framework (RAT) implemented

Engagement Size—250 FTE (Peak)

SCOPE OF TESTING

Testing services are carried out from HCL's offshore SAP Testing Center of Excellence (SAP TCoE) which includes the system integration, interface, data migration, regression, security, performance, UAT support and automated testing. It broadly covers business processes P2P, O2C, R2R, SCP, CF, CRM, MDM, WHD and BW/BI that spread across multiple modules of SAP ECC6 version.

TECHNOLOGY SPREAD

HP-QC 10.0 with BPT, QTP 10, LoadRunner 11, APSE, SAP Solution Manager 7.1, ECC 6.0.4, NW 7.0.1, SRM 7.0.1, SCM 7.0.1, PI 7.11, SAP GUI 7.1, ORACLE 10.2.0.5, AIX 6.1 (Power Virtualization carved into 24 LPARs)

HCL'S APPROACH

IDENTIFY STRENGTHS, GAPS AND AREAS OF OPTIMIZATION

HCL initiated the engagement by gap analysis of the existing testing frameworks by conducting interviews and analyzing testing artifacts. The transition complexity is understood and release plan is thoroughly studied. HCL establishes an integrated test service operating model and a high-level ERP program testing methodology is customized to V model that fits into ASAP methodology. This step necessitates that those development activities for a project should be validated and verified before proceeding to the next phase/set of activities and before automation framework for HP QTP is built.

Project Support Environment, SAP Solution Manager 7.1, HP-QC 10.0 with BPT and HP QTP 10 are adopted in this phase.

CENTRALIZATION OF TESTING OPERATING MODEL

As the next step towards centralization of testing operating model, HCL established the SAP component library to improve reusability. Other activities performed are as listed:

- Effective usage of HCL project support environment tracking and version control tool as a process repository. It is also used to drive the project approvals and deliverable process (including test plan approval, managing risks, issues, decisions and test case approval process)
- Standardized project-specific documents using tool Central Document Management System as a repository

Along with project support environment, SAP Solution Manager 7.1, HP-QC 10.0 with BPT and HP QTP and Central Document Management System are also adopted in this phase.

OPTIMIZATION OF TEST DELIVERY ORGANIZATION

Driven by continuous improvement, technology and personnel being largely centralized, the goal of this phase is to reach to a model where test delivery organization is fully optimized with key focus on

- Core and flex resourcing
- Higher offshore-based delivery
- Increased productivity through automation
- Cost saving

THE SOLUTION

HCL collaborated with the client to establish a TCoE to provide testing solution/s in a shared service model. Over a period of three years, the scope of the TCoE expanded:

- From testing the foundation implementation to various market localization (CERPS to 14 Pharma (Rx)) and consumer (Cx) markets.
- From testing few modules moved to testing various business processes that spread across multiple modules of SAP ECC 6.0 version.

BUSINESS BENEFITS

HCL was able to reduce post-production defects through structured requirements analysis and full traceability to test cases. In addition, normal test cycle effort was reduced by applying RBT methodology and regression tests cycle times were reduced by automating test cases. HCL also used its process improvement knowledge to enable comprehensive metrics collection and reporting. This enhanced the visibility and image for IT and its testing services.

The SAP TCoE enabled the client to scale up existing testing services and offer new services with higher quality, shorter delivery time and reduced cost. Key benefits include:

- Commercial flexibility to ensure that programs are delivered within budget constraints
- Provided leadership and subject matter experts (SMEs) in several key change initiatives including: the transition to single track, integrated ERP roadmap, Strategic Review team and new deployment methodology
- The scalable team structure, governance mechanism and reusable processes are replicated across all the TCoE initiatives across the organization
- Productivity is enhanced by the use of HP QTP BPT Accelerator for SAP which reduced test design time up to 20%
- Cycle time is reduced up to 20% by using reusable SAP component library
- Implementation of risk-based testing resulting in 21% reduction in overall test effort
- Owing to the reduced cycle time, the client's time-to-market was accelerated by a considerable ratio
- Reduction in test efforts aided in shift left approach to testing resulting in reduction in defects



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