

SAP Business assurance

Leverage intelligent test automation and test process improvement for end to end control of key business processes



SAP Business assurance Webinar Agenda



01

Introduction

Morten Løvstad – Head of Sogeti Norway

02

SAP Business assurance – Overview of our offering

Stefan Gerstner – VP Digital Assurance and Testing

03

Outotec Business assurance – LeaderSpeak

*Riikka Kämäräinen, Senior Manager Global IT Support, (Outotec)
Shashank Kallole, Service Delivery Manager, (Sogeti Finland)*

04

Neste Business assurance – LeaderSpeak

*Wout Boer, QA & Risk Management Specialist (Neste)
Rohit Chandra, Service Delivery Manager (Sogeti Finland)*

05

Key take aways & Sogeti's approach to SAP Business assurance

Juha Vaitilo CSO & Testing Practice Lead Finland

06

Round table

Q&A

Sound familiar?

SAP is the 'Digital Core' of our business, and we need our end-to-end processes to run flawlessly!

How do we manage the complexity of continuous change at an ever-increasing speed?

SAP is going Cloud, replacing ECC, getting Agile and bringing a new GUI. How do we keep up??

Our business processes span so many start and end points, how can we ensure it all works together?

We're used to quarterly release cycles with ECC, how will more frequent changes on Cloud based applications affect us?

Everything's updating – Browsers, Operating Systems, Hardware, Databases etc. What does this mean for us?



What is SAP Business Assurance?

Why us?

- Sogeti as a Digital Assurance and Testing specialist takes care of your business assurance through efficient testing and end-to-end validation of your complete application landscape.
- Our Business Assurance approach minimizes the business risk and effort, delivers a transparent view on the quality of the business processes and control over multivendor environments.
- We perform this role as well as specialized separate service as integrated in a comprehensive transformation project.

Case Study

We partnered with a Premier Media Company to establish unified test processes, leveraging our key alliances to form a dedicated Testing Group with a blend of QA resources and SAP FICO, SD, MM & PS experts.

Because no Test Management tool was currently being used, we standardized the use of Quality Center across projects, which had a positive effect on productivity - improving 25% on test execution over 1.5 years.



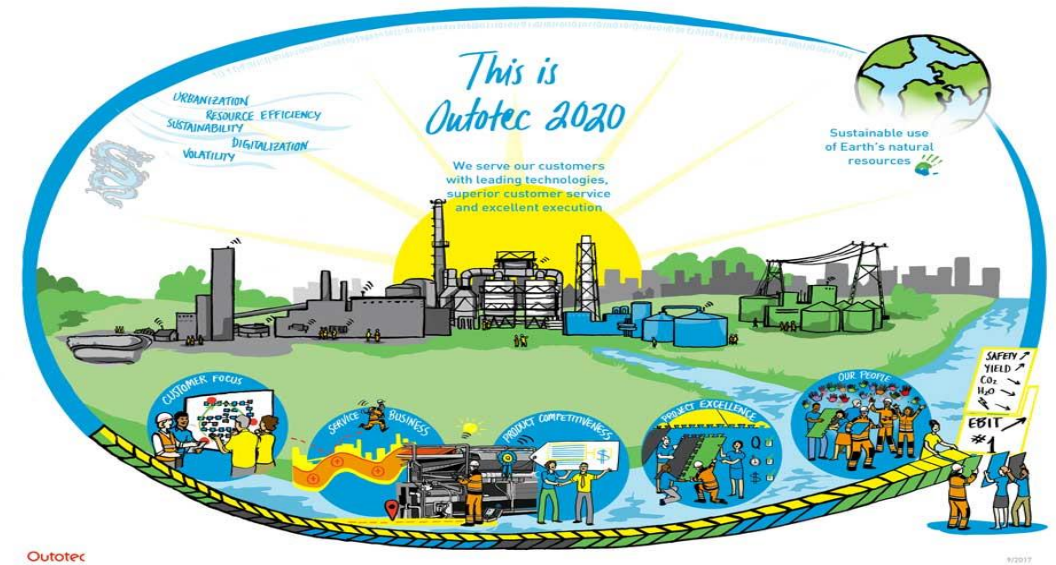


Outotec

Business Assurance

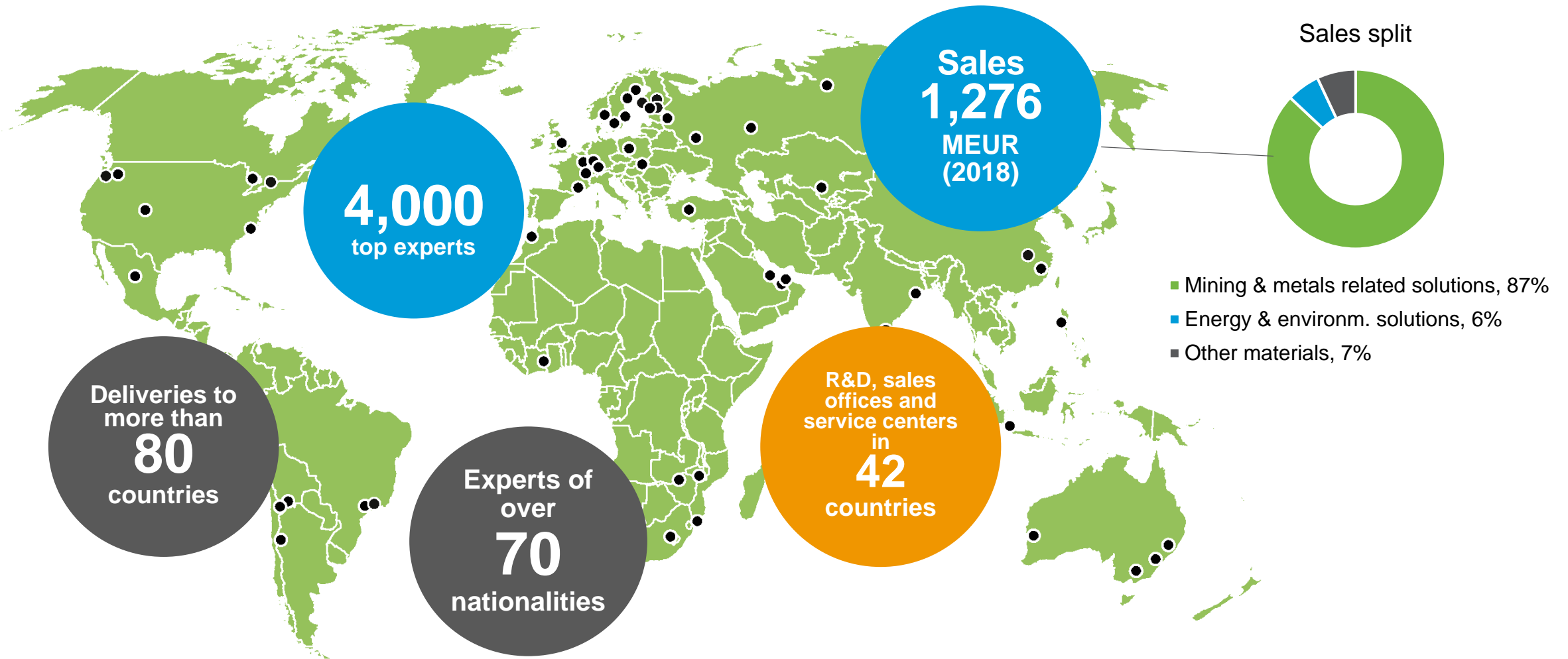
Riikka Kämäräinen - Outotec
Shashank Kallole - Sogeti

Outotec Introduction



- Outotec develops leading technologies and services for the sustainable use of Earth's natural resources.
- Our 4,000 top experts are driven by each customer's unique challenges across the world.
- Outotec's comprehensive offering creates the best value for our customers in the mining, metal, energy, and chemical industries.
- Outotec shares are listed on NASDAQ Helsinki. www.outotec.com

Local operations, global presence



Wide supplier network with established long-term relationships

Outotec – Sogeti Journey

Process Setup

- QA Handbook created
- Service Setup for Cross Browser
- Service Setup for Windows testing
- SuccessFactors Test Management

Automation Services

- Setup Tool Trainings
- Tool assessment for Cloud Project
- Tool Maintenance
- Enhance the SAP Automation Scope

2020



Continuous improvement

- Monthly 50+ round of execution cycles are executed
- Established multi automation tool architecture with one Orchestrator to support SAP & Cloud E2E processes
- Sustainable password reset BOT in under development
- Ongoing UAT phases support

Managed Testing Services

- Setup automation for Cloud based application using CICD practices (JIRA –Jenkins – Robot Framework – Bit Bucket)
- UAT Test Management
- MM & FI Automation Script Created & Scheduled in LOT
- Smoke testing Automation package added in daily Execution

Ramp Up

- Master Test Plan
- Tool setup on cloud
- Setup LoT approach using WS and JIRA
- Design necessary Test ware templates
- Brazil release UAT

01

Feb 2018



02

Aug 2018



03

Jan 2019



04

Aug 2019



05

TEAM



RIIKKA KÄMÄRÄINEN
Senior Manager,
Global IT Support
Outotec Espoo



SHASHANK KALLOLE
Service Manager,
Outotec Espoo



TOMMI RAIHA
UAT Test Manager,
Outotec Espoo



PRAJAKTA MHATRE
Automation Lead
Outotec Mumbai



RITAPRATIM DAS
Automation Tester,
Outotec Mumbai



CHETANA BHADANE
Automation Tester,
Outotec Mumbai



SUNIL BHAT
SAP SME Lead,
Outotec Mumbai

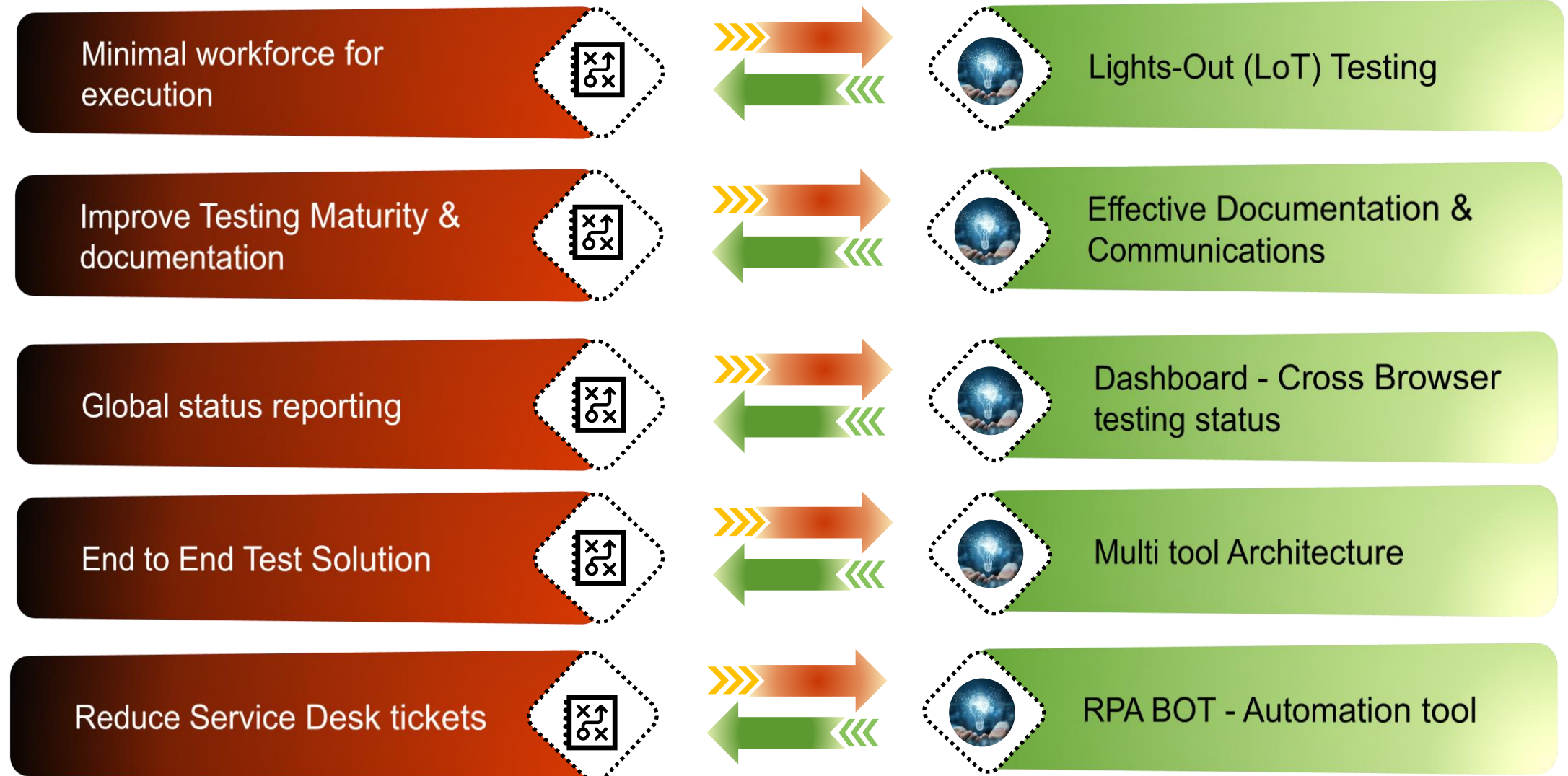


NAMRATA PATIL
Automation Tester,
Outotec Mumbai

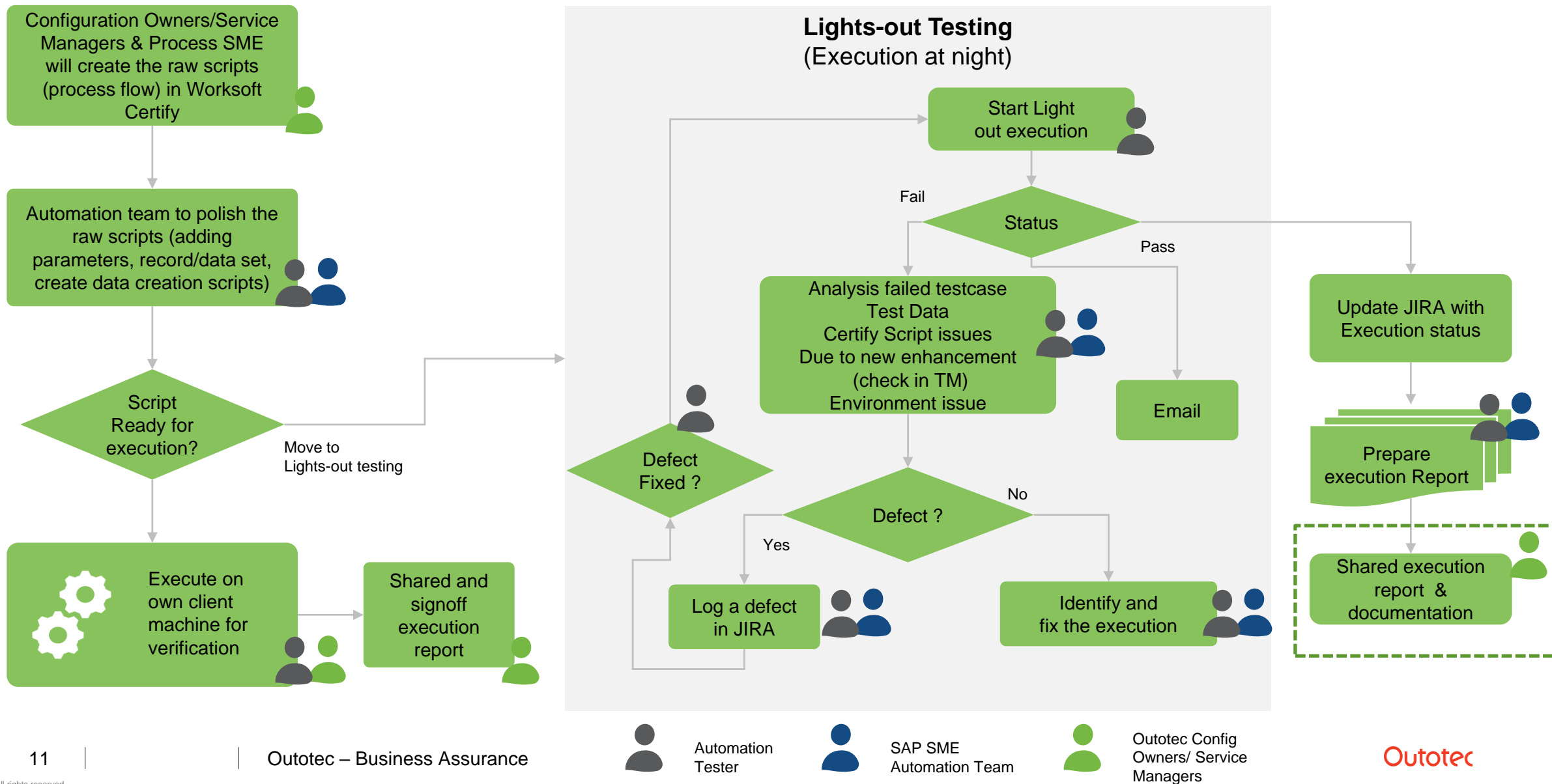


SURAJ RAWAT
Automation Tester,
Outotec Mumbai

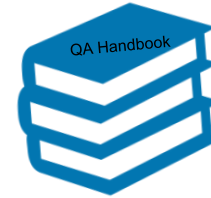
Challenges vs Innovation



LoT Testing Approach



Effective Documentation & Communication



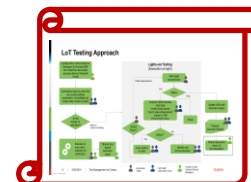
Developed QA Handbook :

- Testing approach, phases, Entry & exit criteria, Task & deliverables by role



Accelerator

- To analyse the failed test results & perform causal analysis.



Test result - Framework

- To utilize automation test result for onboarding & use as knowledge bank

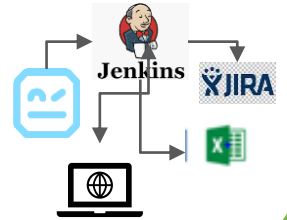
DevOps model - Dashboard

- Define Test Strategy and Plan in **JIRA**
- Identify automation tool
- Define Strategy for automation, Build management and test management tools Integration

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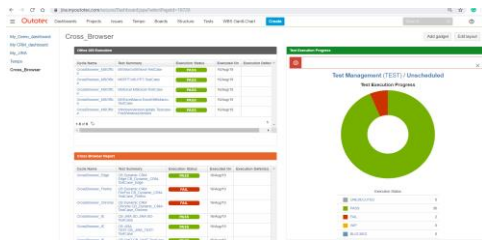
Task	W1	W2	W3	W4
Script creation				
Test data setup				
One cycle of execution				
Training				

- Automation Framework setup
- Establish integration between Robot Framework, Jenkins and JIRA tools
- Automation script preparation using Robot Framework
- Build enablers for reporting
- Step execution model

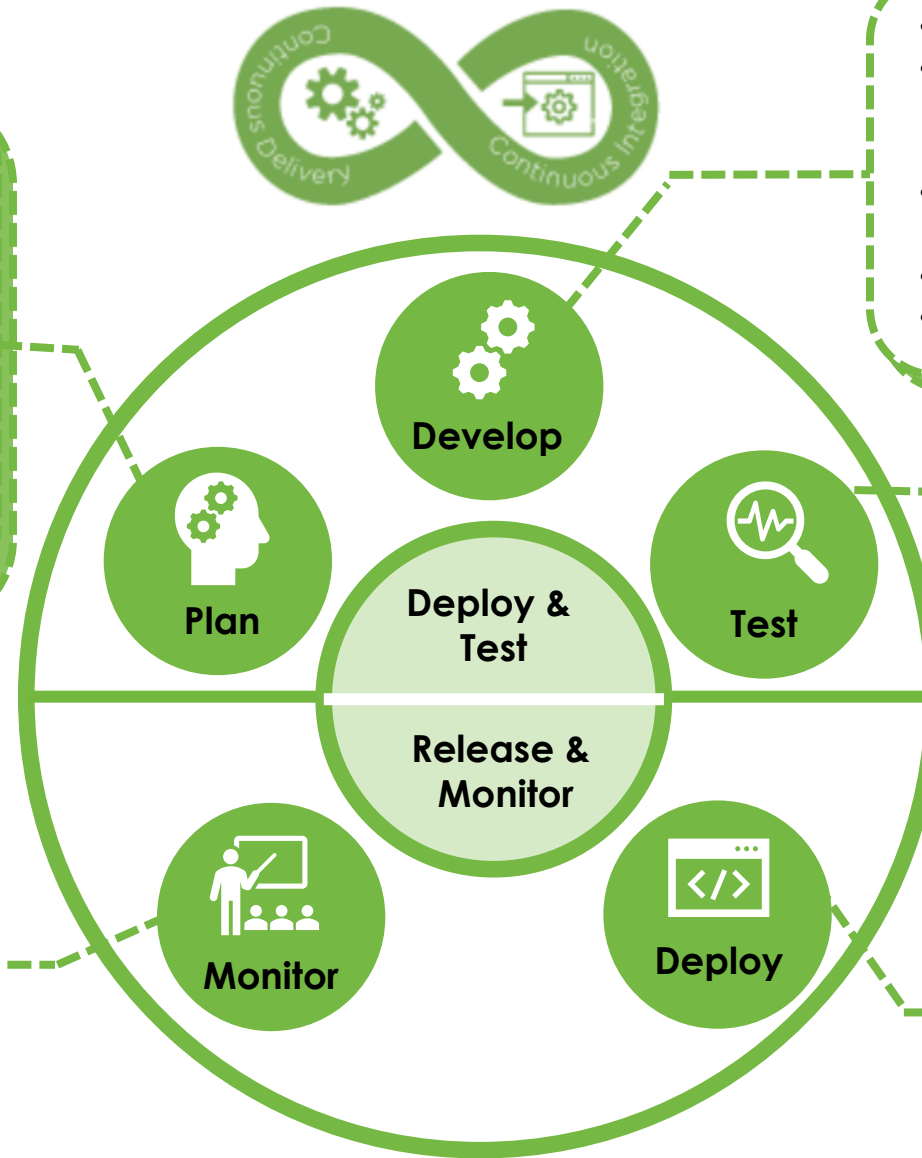


- Test Robot Framework, Jenkins and JIRA tools integration
- Start execution using Lights-Out/Demand base testing
- Test Data generation

- Release Report
- Display Dashboard
- Monitor the execution
- Action based on scenarios failure

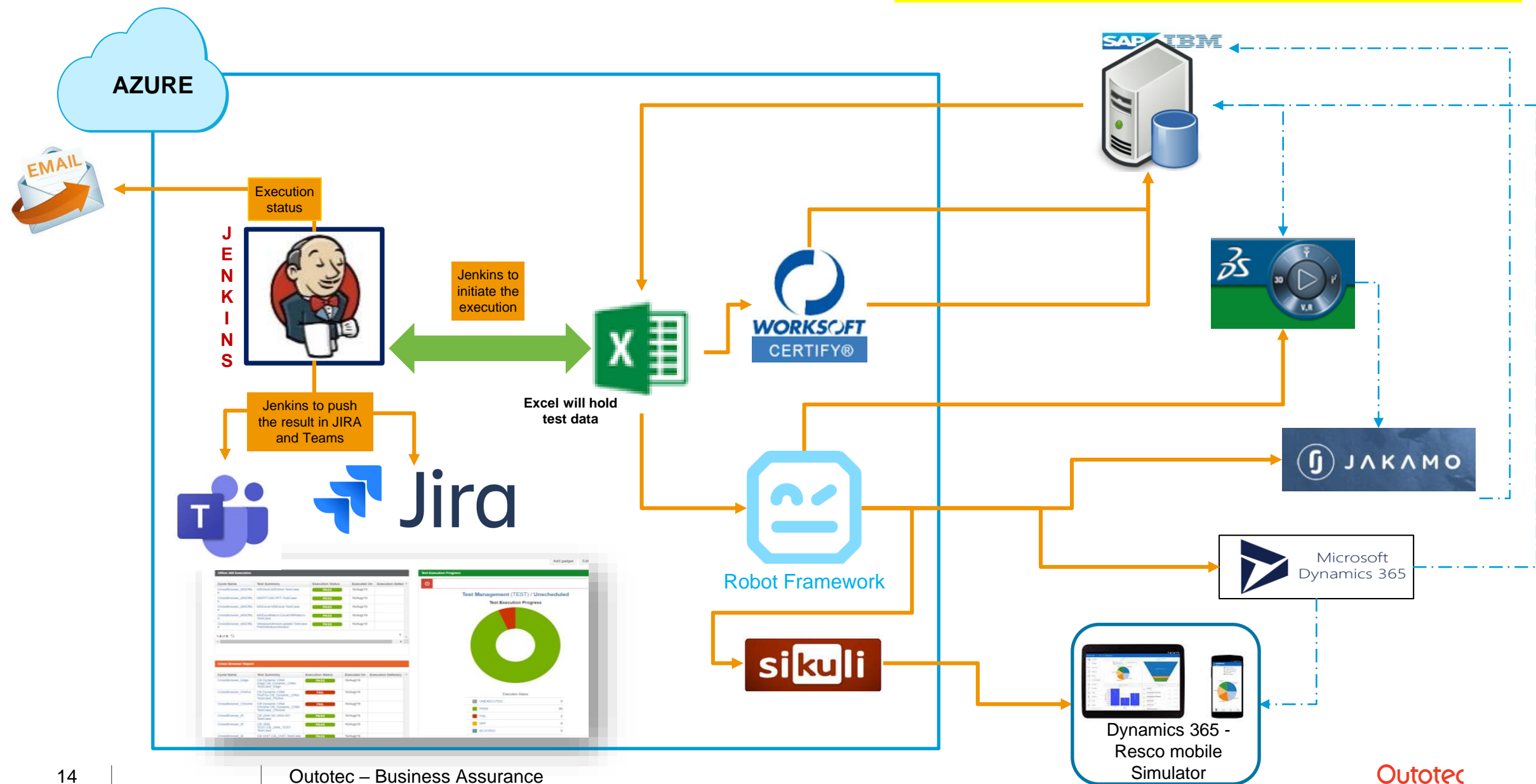


- Raise Defect for the failure
- Identify the casual analysis on failure scenarios
 - Test Data/Test flow issue
 - Environment issue
 - Automation script issue
 - Actual defect
- Rerun the failure testcases with manual execution to verify the user experience

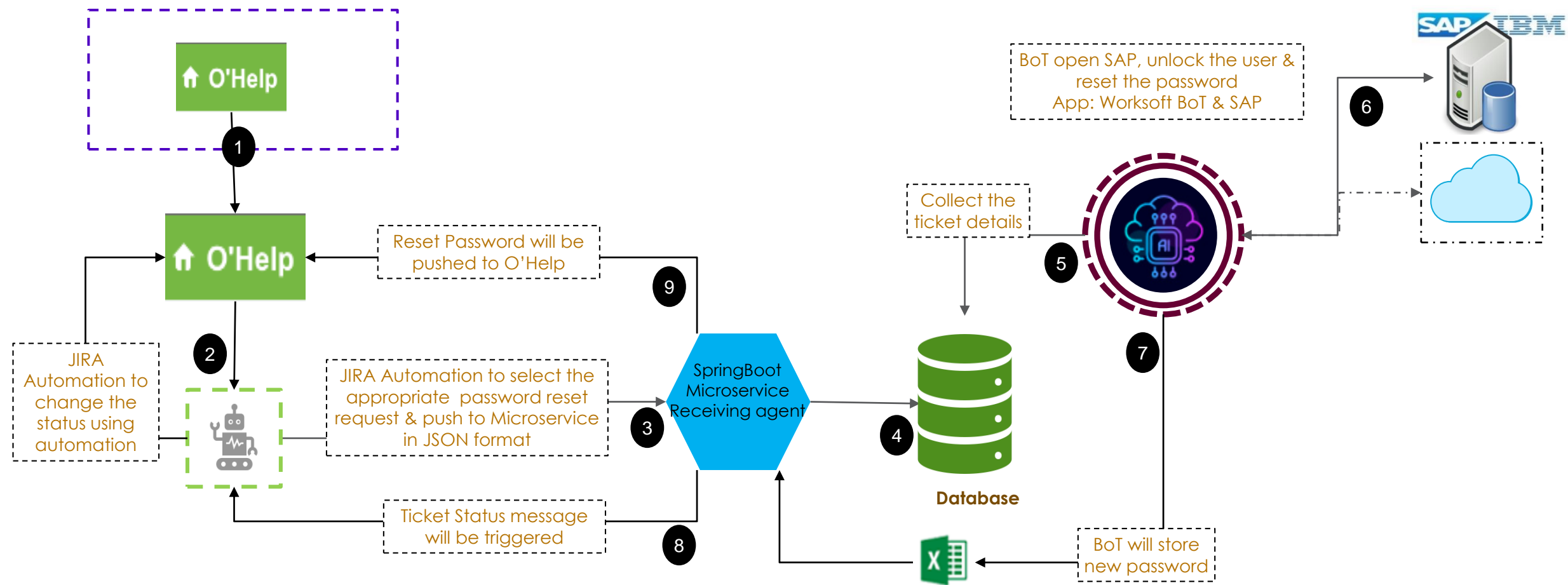


Multi Automation Tool Architecture

Jenkins is used as Orchestrator integrated with JIRA (Test Management tool) and two automation tools Worksoft Certify and Robot Framework



BOT – SAP Password reset



Benefits



Technical Enablement

Quality

Better ROI

Knowledge Repository

Awareness

A photograph of a child with blonde hair, wearing a striped shirt and jeans, climbing a large, mossy tree trunk in a sunlit forest. Another person's legs, wearing jeans, are visible above the child, also climbing the tree. The background is filled with green foliage and sunlight filtering through the trees.

Neste

How to Build Business Case, Ramp-up and Run SAP Test Automation Factory

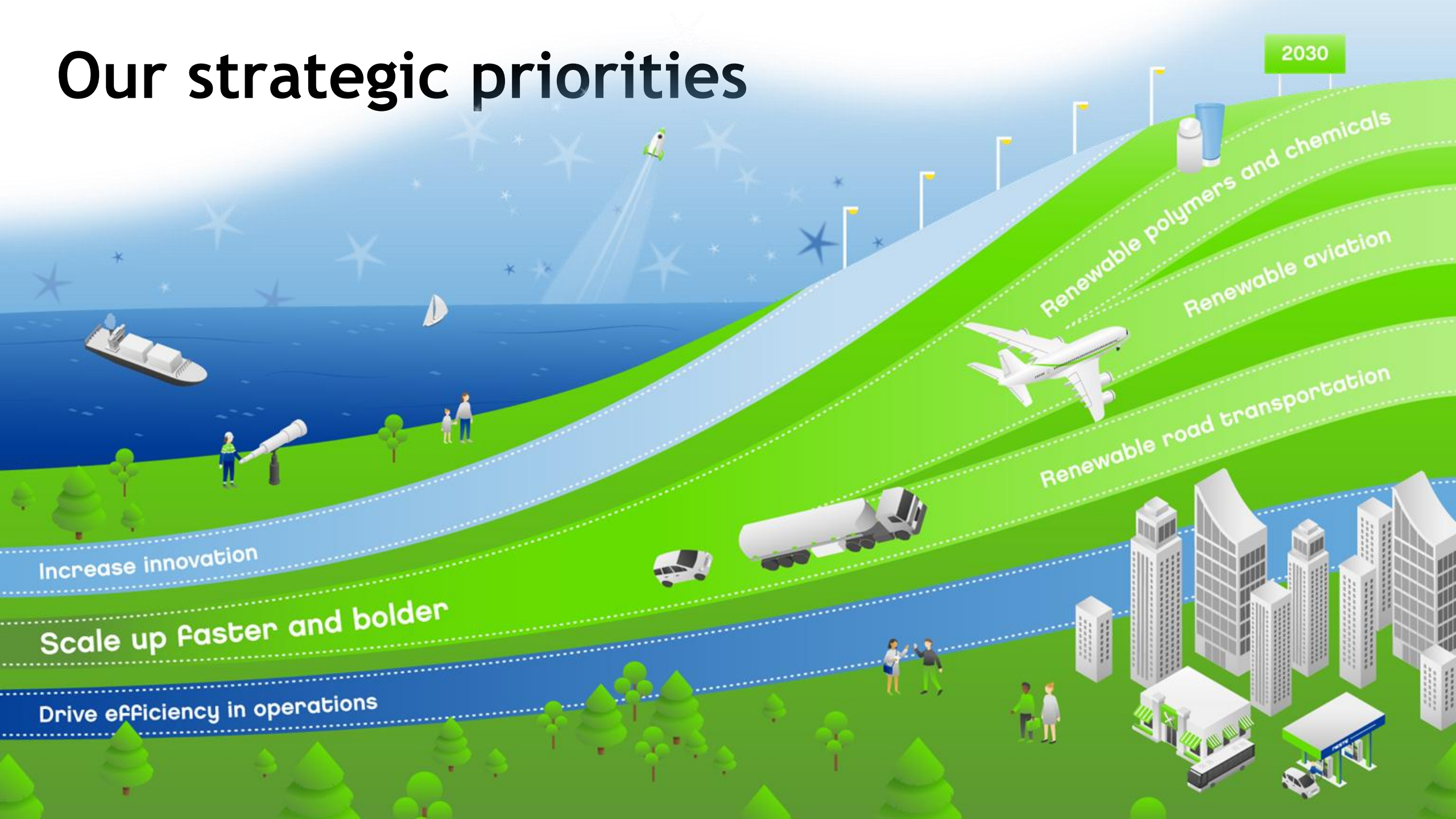
Wout Boer- Neste
Rohit Chandra- Sogeti

NESTE

**Creating
a healthier planet
for our children**



Our strategic priorities



Driven by our purpose

**WE ARE
4,400**
dedicated
professionals
committed to
our purpose

We have been
selected as the
world's
**3RD MOST
SUSTAINABLE
COMPANY**

**WE REACHED
1,962 M€***
comparable
operating profit of
which
82%* came from our
renewables

*Figures at the end of year 2019.

Our Key milestones in the Journey



EXPAND

Win of RFP on Strategic Partner
In Digital Assurance & Testing



Service Transition

Win of RFP for E2E testing service for
**Refineries and Logistics System
Renewal (RT-MoM)**



Application Security Testing
as a Service



✓ Test Management service for Neste projects

✓ Launch of NESTE Business Transformation

✓ BEAGLE OneShare

✓ HP Tooling services

✓ Service Transition

✓ Win of RFP for Neste Test Automation Factory

✓ Manual & Automation testing as a service for Unit price

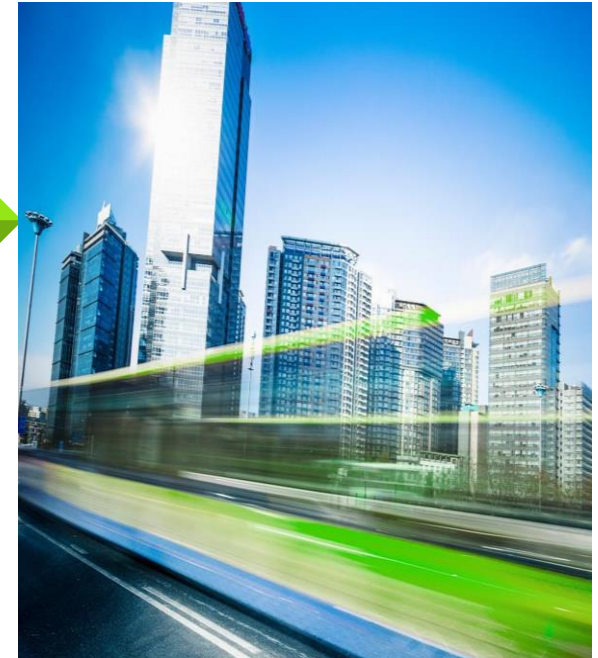
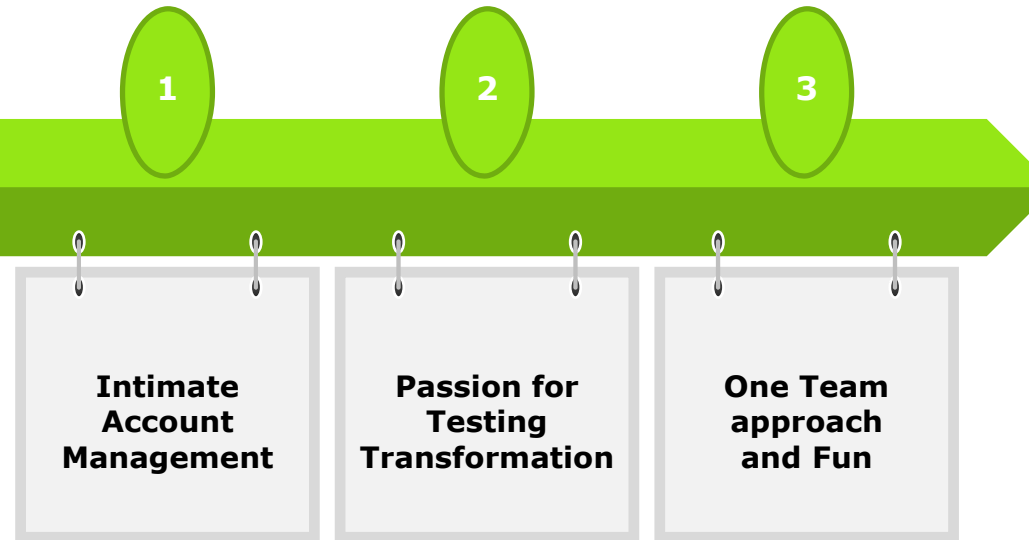
✓ Expansion to Non SAP applications

✓ UX Testing

✓ TPI assessment

Our Journey with Neste is an example of

**Providing 360°
visibility to Neste
stakeholders on end-
to-end quality
through.....**



Neste ERP (Beagle project) testing challenges:



✓ No professional Test management tool



✓ Limited resources

✓ Amount of testing work

✓ No data to build the business case for automation



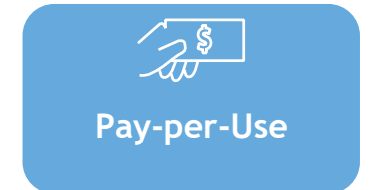
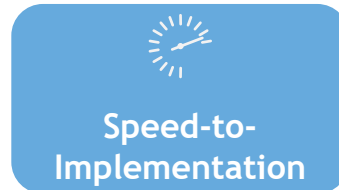
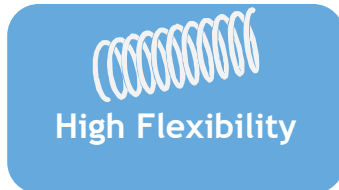
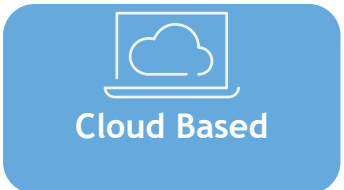
✓ Transparent Pricing mechanism



✓ No means to measure the UX variance at different locations

Professional tooling setup

- Requirements & Change Management
- Testing Management & Testing
- Test Automation
- Performance Testing
- Service Virtualization
- KPIs & Reporting



Scenario setup

Test Data
fields

Steps
Screen / Tabs

Standalones T-
code

E2E
processes

Business case

MANUAL EXECUTION*:

- 99 E2E Scenarios
- <> 50 Scripts / E2E
- <> 6 Steps / Script
- <> 104 Sec / Step
- Re-test factor 1.3

$\text{E2E} * \text{Scripts} * \text{Steps per Script} * \text{Time per Step} * \text{Re-test Factor} =$
Time needed for 1 execution of all E2E scenarios

Outcome:

FTE's needed

Additional Number of FTE's needed goes up as the number of executions increases. Does not take script maintenance into account.

TEST AUTOMATION:

- Run & Maintain Service
- Content Sprints
- One time KT cost

$\text{Run and Maintain} * \text{Duration} + \text{Content Sprints} + \text{KT} = \text{Total Cost}$

Outcome:

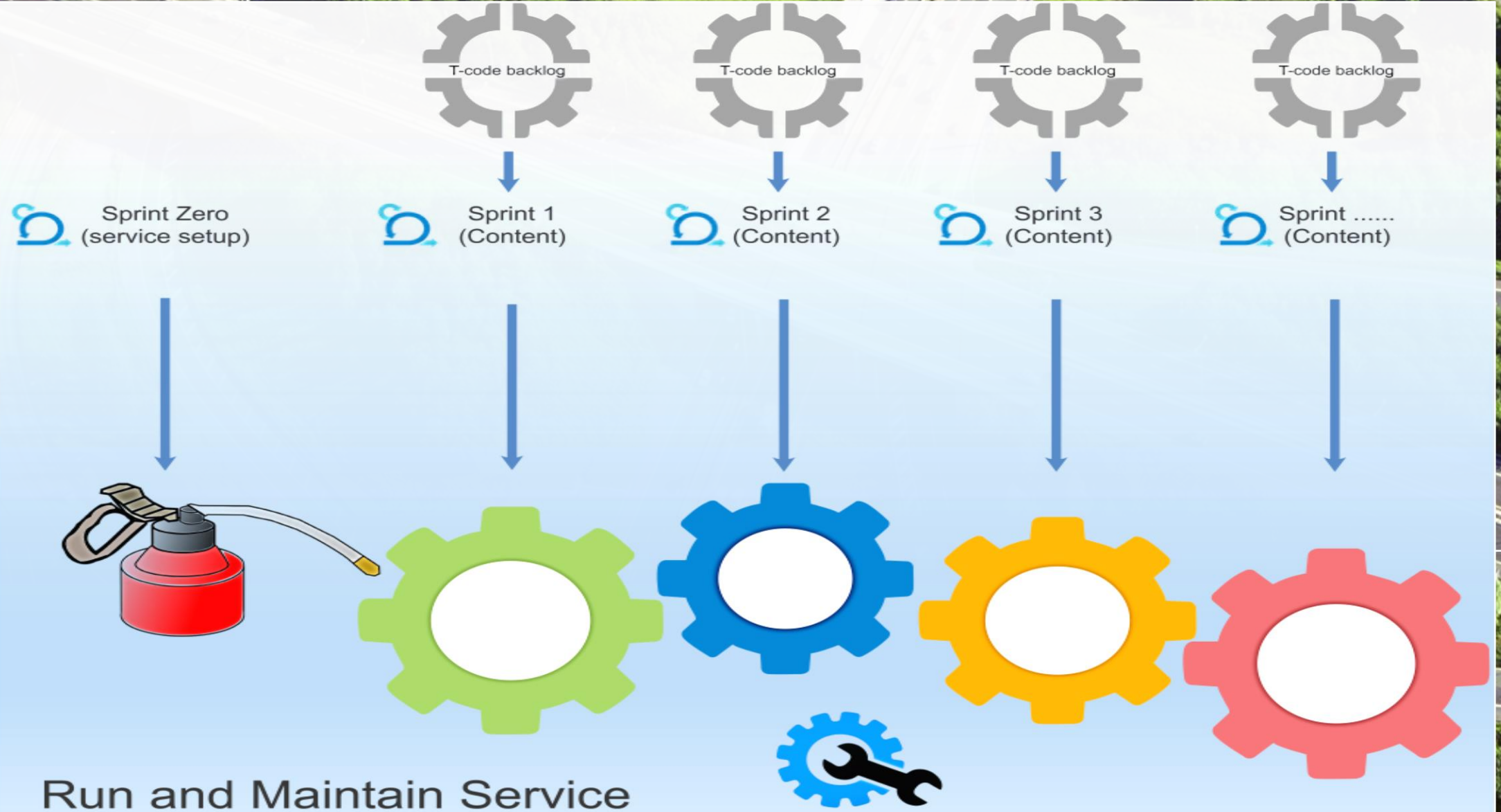
Lower cost (payback < 1 yr)

Cost independent of number executions. Break even is between 4 and 6 executions. Script maintenance included.

* ALM data from OP2 execution

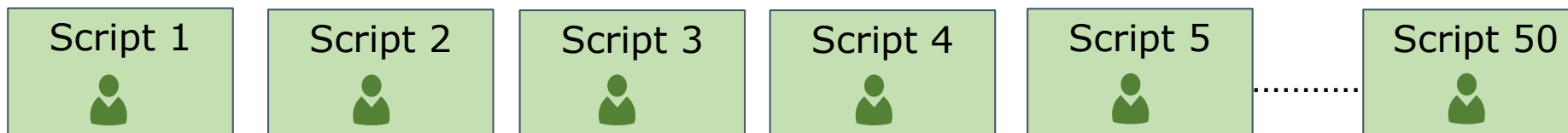


Test Automation Factory- setup



Managed Test Execution Service- Test execution variants for projects

Standard test execution by Neste Business- Recurring cost



Option 1

Manual execution by Test Partner @Unit price



Option 2

Hybrid Test execution- Manual + Automation/ Partner + client

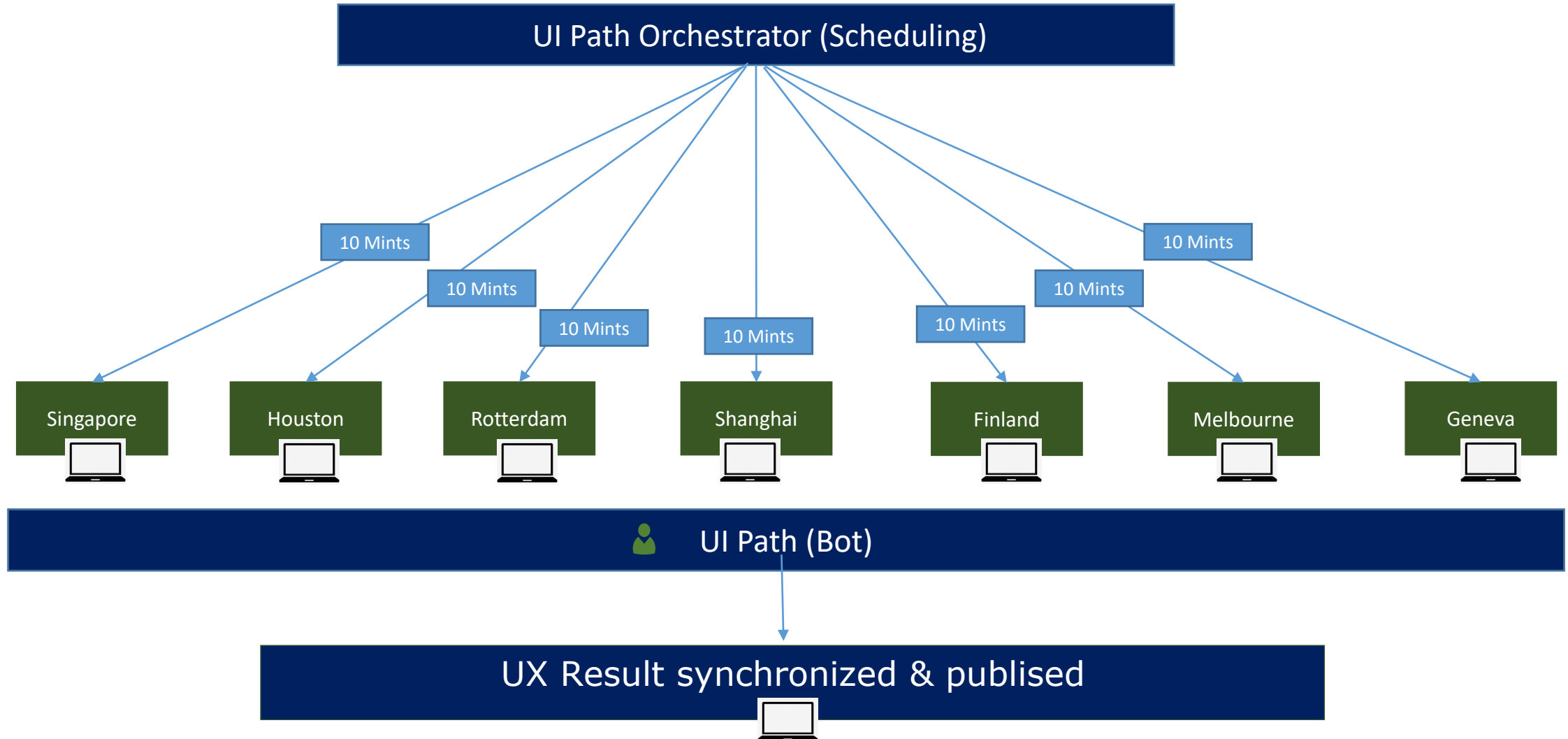


Option 3

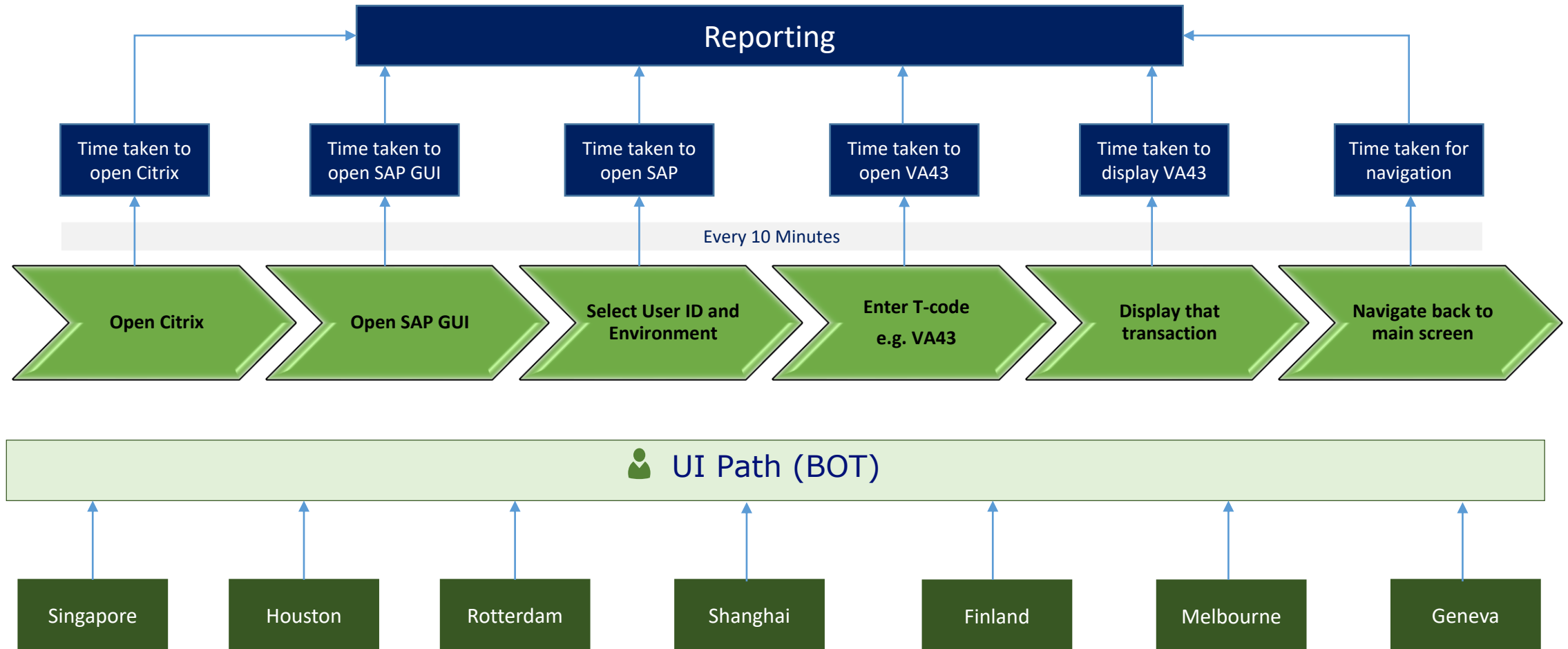
Automated Test Partner execution- Fully automated



Lights out testing- UX Testing setup using RPA BOT

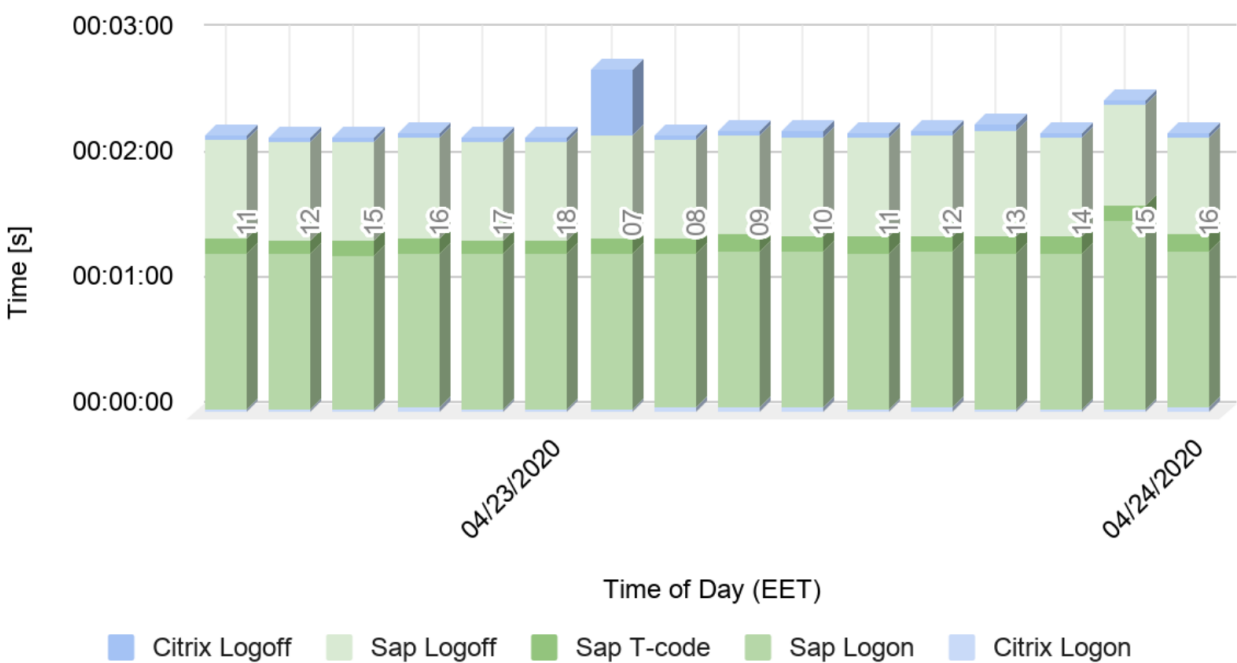


RPA BOTS for UX testing and reporting at different locations

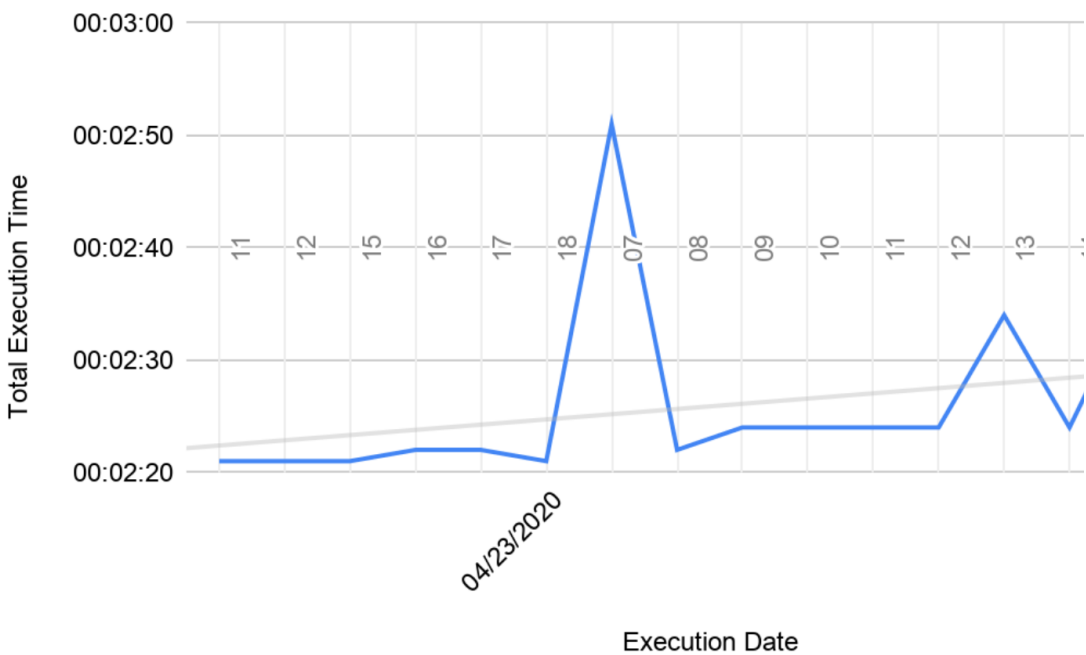


Multi-site User experience performance testing using RPA Bots- Actual performance report

Process wise User Experience- Rotterdam



Rotterdam UX



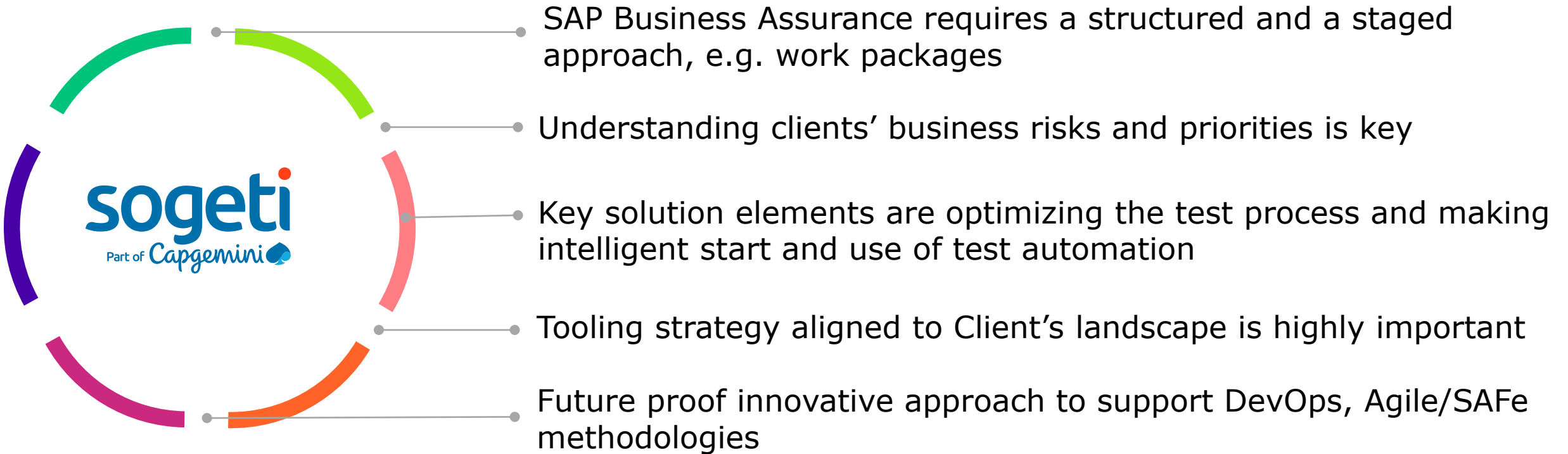
Key takeaway..

Data is the basis for
everything that we do



Key takeaways

Key takeaways



Quick wins - Discover and win with SAP Business assurance

Test Automation Tools Assessment

- 3-6 week engagement
- Assess Client's application environment and project portfolio from the test automation point of view
- Compare available test automation tools based on the evaluation criteria and suitability for Client's environment
- Recommend test automation tool(s) set considering the future needs of client and latest technology trends

The most suitable tool is chosen for test automation considering current and future needs

SAP Test Automation Factory

- Setting-up and run the test automation factory
- Test automation factory that has focus on automation development and regression testing in the SAP environment
- Cost efficient managed testing service
- Focus on the business assurance of E2E flows, not only SAP
- Utilising the state-of-the art technology and practises, such as AI, Lights-Out-Testing and DevOps

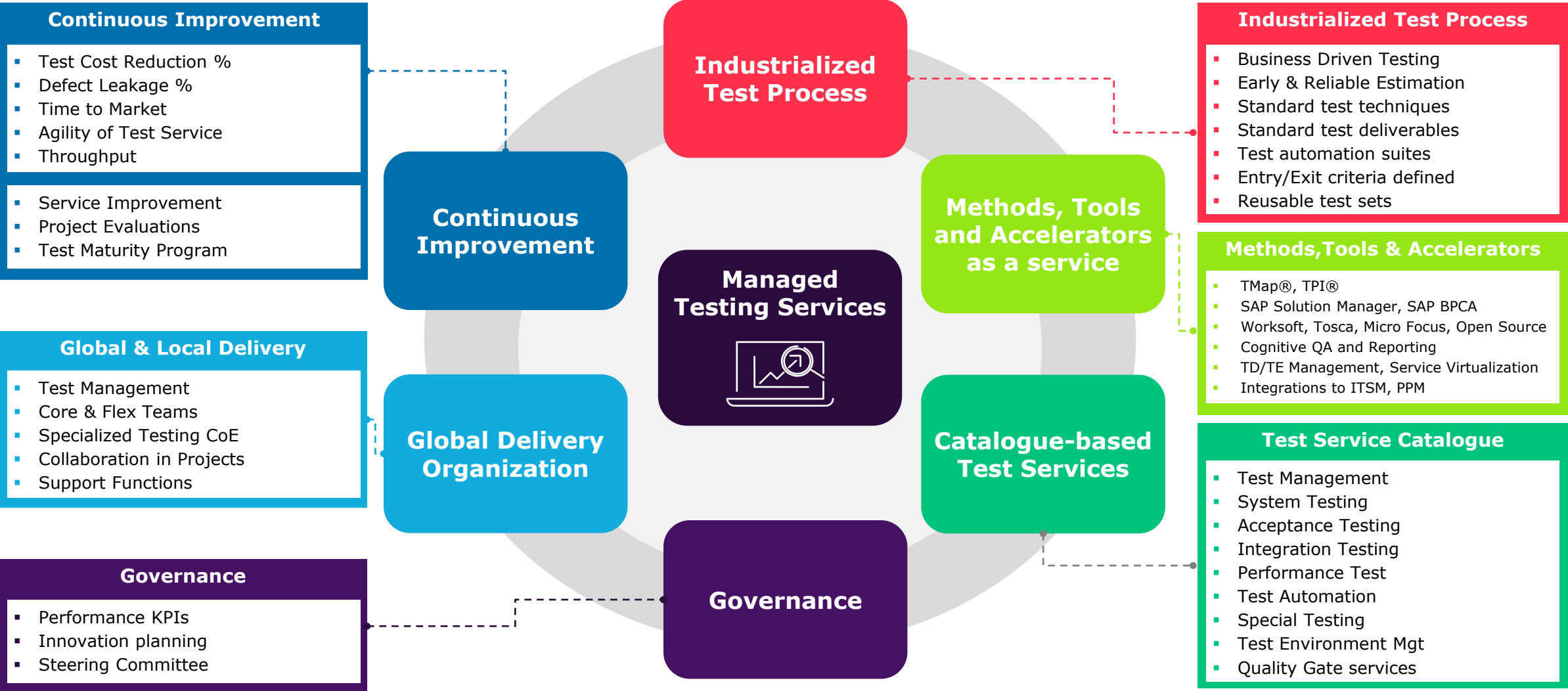
Time-to-market, cost efficiency and quality is improved in SAP development and maintenance

S/4HANA Business Assurance Assessment

- 6-week business assurance assessment for S/4HANA program
- As an outcome high-level business assurance strategy for S/4HANA program including
 - Test automation strategy
 - High-level Business Assurance RACI – clear division of business assurance responsibilities between Client, SI and E2E Testing Partner
- Quality Requirements for SI Partner and other eco-system partners

Business assurance strategy for S/4HANA program clarifies responsibilities between Customer, SI and E2E testing partner

Key Managed Testing Services elements are to be considered when moving towards SAP Business Assurance





Q&A

Key contact for next steps



Morten Løvstad, CEO, Sogeti Norway
Email: Morten.Lovstad@sogeti.no

About Sogeti

Part of the Capgemini Group, Sogeti operates in more than 100 locations globally. Working closely with clients and partners to take full advantage of the opportunities of technology, Sogeti combines agility and speed of implementation to tailor innovative future-focused solutions in Digital Assurance and Testing, Cloud and Cybersecurity, all fueled by AI and automation. With its hands-on 'value in the making' approach and passion for technology, Sogeti helps organizations implement their digital journeys at speed.

Capgemini is a global leader in consulting, digital transformation, technology and engineering services. The Group is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms. Building on its strong 50-year+ heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. Capgemini is driven by the conviction that the business value of technology comes from and through people. Today, it is a multicultural company of 270,000 team members in almost 50 countries. With Altran, the Group reported 2019 combined revenues of €17billion. *People matter, results count.*

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