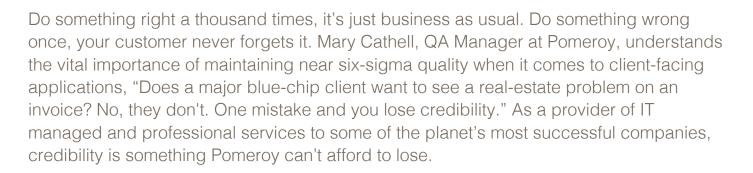# Pomeroy empowers their business with next generation scriptless testing

TurnKey Solutions and HP help put application testing and QA into the hands of business users

Do something right a thousand times, it's just business as usual. Do something wrong once, your customer never forgets it. Mary Cathell, QA Manager at Pomeroy, understands the vital importance of maintaining near six-sigma quality when it comes to client-facing applications, "Does a major blue-chip client want to see a real-estate problem on an invoice? No, they don't. One mistake and you lose credibility." As a provider of IT managed and professional services to some of the planet's most successful companies, credibility is something Pomeroy can't afford to lose.

In today's business world, word travels fast

The challenge today is that most organizations are in a constant state of relentless innovation—optimizing, iterating, securing and evolving mission-critical (and less-mission critical) applications and software. Each of these applications can represent hundreds of thousands of potential business logic paths, making it extremely difficult not to make a mistake somewhere along the line.

When that mistake happens, as Cathell explains, "Your client is talking to their clients. Their CEO is talking to another company's CEO. Now, you've got a word-of-mouth situation based on one mistake." This situation can be difficult to avoid when you have internal QA experts who know very little about the business logic found within the applications and business subject matter experts (SMEs) who know very little about application testing. Throw in a lack of automation and you have a time-consuming, overly complicated mess.

Unifying a company divided by process

In late 2012, Pomeroy implemented Oracle E-Business Suite (EBS) to run many of its core business functions, including marketing and sales, service, procurement and financial functions. "Everyone had their own piece of the process from our sales to logistics, and they were all using different applications," recalls Cathell. "It was a paradigm shift to bring us together as one company using one product. There was a lot of struggle when it came to application testing, because our business users didn't really have any testing background."

Answering the call for testing automation

Pomeroy realized very quickly that they needed a testing automation solution. "For ERP systems like Oracle EBS, it is not uncommon to have 300 or more test cases per module," noted Cathell. "With ongoing upgrades and enhancements, this means full regression testing is needed each time your systems change. We wanted a solution that could help us maximize coverage, minimize ad hoc testing and eliminate any duplication in effort. Automated testing seemed like the perfect fit."

"Everyone had their own piece of the process from our sales to logistics, and they were all using different applications," recalls Cathell. "It was a paradigm shift to bring us together as one company using one product."

Based both on previous experience working with HP and the fact that HP's QA solution ranks right at the top of the Gartner Magic Quadrant, Pomeroy knew that HP Application Lifecycle Management (ALM) software was the right choice for their QA needs. But while this solution represents a rock-solid foundation for testing automation, it still lacked the intuitive, SME-friendly interface and Oracle-centric accelerators that would enable business users to efficiently engage in the testing process without being required to write complex scripts.

Leveraging TurnKey's strategy of "automate the automation"

Pomeroy chose to further automate their HP solution with TurnKey Scriptless Test Automation, including the Oracle Accelerator that features pre-built content and test cases for Oracle EBS R12. "We didn't have the bandwidth or the internal talent to script automation. It's very difficult and it's a very long process, but TurnKey has an Oracle Accelerator that you can just drag and drop from out-of-the-box to make changes and easily personalize to suit your needs," says Cathell. "This ease in customization helped us to tailor test cases to meet our unique business processes and scenarios."

"We also have the TurnKey cFactory™ application, so that when our systems change—and they will, because as the business grows, the processes change— it shows us those variances." After the TurnKey software identifies the variances, users can instantly update test sets using the same Excel datasheets they love and work with every day.

All TurnKey solutions offer simple drag and drop functionality and user-friendly interfaces that require no knowledge of scripting or code. Cathell explains, "You just click on a form, and it brings back what's there, shows the comparison on what's changed, and asks if you would like to keep those changes. We don't have to update our entire test case suite—it does all of that for us. It takes out that tedious mess of trying to constantly stay updated."

"We didn't have the bandwidth or the internal talent to script automation. It's very difficult and it's a very long process."

Measuring the benefits of scriptless testing automation

It can be hard to quantify some of the end benefits associated with delivering quality applications to your business users. There's no question that it builds confidence and trust with your customers, drives loyalty and makes it easy for clients to brag about your services—and certainly, those qualitative aspects ultimately drive very real numbers to any organization's bottom line.

But there are other ways to measure benefits that clearly reflect the ease and simplicity a solution like TurnKey delivers—for example, Pomeroy reported an 80% reduction in the time and effort to generate test components. They also now have the capability for broader test coverage, allowing them to validate a wider range of business critical processes. And most importantly, Pomeroy can now more rapidly deploy higher quality applications and software through the combination of HP ALM software and innovative, intuitive TurnKey technology.

"As an organization, we now function better in our regular business processes—not just in application testing, but in what we actually do as a business. TurnKey and HP have helped create real value for our internal users, which is driving absolute value to our end customers."

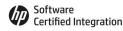**Understanding the impact to both employees and customers**

Pomeroy first initiated this project with sales and purchasing, where the team reported immediate value achieved through the automation of testing processes. As Pomeroy continues to roll out the solution to other departments, leaders across the organization are taking notice. Cathell says, "The teams are now more confident in our testing processes and have more time to dedicate to their day-to-day tasks."

"There is a paradigm shift, because people are now working with me to bring the tool to other parts of the business. That's ultimately the biggest reward—to see people get it and then champion it." Cathell continued, "As an organization, we now function better in our regular business processes—not just in application testing, but in what we actually do as a business. TurnKey and HP have helped create real value for our internal users, which is driving absolute value to our end customers."

About TurnKey
TurnKey Solutions is HP's exclusive partner for scriptless test automation. Our solutions transform the HP Application Lifecycle Management (ALM) platform giving customers a highly dynamic, easy-to-use and cost-effective test automation solution. With over 10 years of technology integration and development, the teams have worked together to deliver industry leading solutions that help midsized companies and global enterprises accelerate time to market, lower costs and increase the quality and performance of their enterprise applications.

To schedule a live demo contact us at **sales@turnkeysolutions.com**
For more information on TurnKey Solutions and its products, visit **twww.turnkeysolutions.com**