

JD Edwards EnterpriseOne Test Automation A DWS Client Success Story



Client

Acal plc designs, manufactures and distributes customer-specific electronic components to over 25,000 companies around the world.



The Challenge

With just a small in-house team, Acal was looking to significantly reduce the time and resource committed to testing JDE change event projects.



Delivery

Acal engaged with DWS to deploy Dimension SwiftTest™, the test automation product designed specifically for JD Edwards EnterpriseOne users.



Result

SwiftTest™ is used to automate the testing of all change event projects for Acal's E1 installation. Test execution times have been cut by 45%, providing a strong foundation for a code-current future.

About the Client

Headquartered in Guildford, UK, Acal's market proposition is unique. Working with selected technologies, the Group helps customers solve technical challenges and innovate by creating application-specific product designs.

Acal have been running JD Edwards EnterpriseOne as one of their core systems since 2001.

DWS has been a preferred supplier to Acal since the initial install and has executed many change event projects, including an upgrade to 9.1.

JDE E1 is deployed throughout the Custom Distribution Division and operates the Sales, Purchasing, Inventory, Warehousing, Manufacturing and Finance modules – supporting approximately 270 users.

Testing Times

Like many organizations, Acal's test scenarios and scripts were originally defined by the IT team and set up in Excel. The test execution process itself was resource-intensive, with test results captured via screen shots, and any re-tests processed in the same way.

“Creating, documenting and re-testing test scripts in Excel is a very manually intensive process.”

ERP & CRM Applications Manager, Acal plc

This manual testing method resulted in a number of challenges. First, and most obvious, was that defining full test scenarios and inputting data was very time consuming. It also made end-to-end testing problematic and was difficult to manage, resulting in a very inefficient process.

This had a negative, knock-on impact on the business. Speed of response to change was slow, testing wasn't thorough enough and the tests themselves didn't always involve all business process owners.

Manual testing is commonplace amongst the JD Edwards user base, as a viable automation product for JDE E1 users did not exist in the market place. However, the resource intensive nature of testing prevents users from applying updates and making the most of the latest product innovations from Oracle.

Acal approached us to help resolve these issues by improving the speed, accuracy, quality and efficiency of their testing process.

“User acceptance has been excellent and I would say we have cut the time it takes to create test script by two-thirds”

ERP & CRM Applications Manager, Acal plc

The DWS Approach

Realising that Acal would instantly benefit from automated testing, we introduced them to Dimension SwifTest™ - our proprietary test automation product.

After a couple of short virtual training sessions, the Acal testing team were up and running and creating their own scripts.

The product features an intuitive user interface with native integration and offers the easiest way to set up and execute test scripts, without the need for specialist test engineers.

Since going live, SwifTest™ is being used to test all modifications and customizations to Acal's E1 system. Tests are carried out within the platform, eliminating the need for complex Excel reports.

“We were interested in SwifTest™ from the outset as we believed it had great potential. We'd carried out some basic testing with OATS in the past but it just didn't provide us with the level of detail we needed.”

ERP & CRM Applications Manager, Acal plc



A Better Way To Test

The Acal team now enjoy a uniform testing process; one which delivers consistent results. Regression testing is a key task that needs to take place after change events. The purpose of regression testing is to ensure that bugs do not make it through to production.

“With SwifTest, the quality of regression testing has improved with more problems found and fewer re-tests taking place.”

ERP & CRM Applications Manager, Acal plc

Problems are highlighted promptly and re-testing is simple and more targeted, while results are displayed in a common format and can be easily recalled for audit.

Acal operates a mid-sized instance of JDE E1 in terms of customization. It utilizes a lot of standard objects, but has also undergone some significant customization in certain modules.

Acal maintains a relatively small team, given the size and degree of customization of their instance. The introduction of Dimension SwifTest™ has significantly reduced the time and effort spent on testing.

“SwifTest has had a significant impact on both script creation and execution. We’ve almost halved our testing time for any change event.”

ERP & CRM Applications Manager, Acal plc

The long-term savings on script creation and editing are significant. The scripts themselves are easy to update and edit; unlike traditional record and play products that require an entire sequence to be re-recorded every time a change is required.

Reporting and analysis is both comprehensive and intuitive. Users are able to track the status of tests in real-time and can drill down to individual dependencies for more detailed analysis.

The granular detail of test failure analysis provides users with all the information they need regarding failures, speeding up the process of remediation.

Business Continuity

Alongside modification and customization testing for 9.1, SwifTest™ is also being used to test key business processes during a planned Disaster Recovery scenario.

Such testing allows Acal's IT team to model worst-case scenarios and safeguard their EnterpriseOne system against any potentially harmful situations

“Using SwifTest, we can cover the main functional areas much more comprehensively during the limited time the DR environment is available.”

ERP & CRM Applications Manager, Acal plc

This ensures business continuity and is in keeping with their objective of providing high quality solutions and customer service.

A Code-Current Future

Acal also benefit from regular updates to SwifTest™, with new features frequently being made available.

After its success in Sales and Operations, Acal are now planning to extend its use to all functional areas of E1 used within the business, including Finance.

Acal also see SwifTest™ playing a pivotal role in their future projects, with their team currently evaluating a code-current program as an alternative to major upgrades.

“SwifTest could play a pivotal role in any code-current project as the product has many potential uses.”

ERP & CRM Applications Manager, Acal plc

“Using Dimension SwifTest™ allowed us to significantly reduce the volume of back-breaking testing we would have had to do.”

ERP & CRM Applications Manager, Acal plc



About DWS Testing & Quality Management

Since 1998, DWS has been providing software development and technical support to companies who want to customize or extend JD Edwards EnterpriseOne. Our award-winning Dimension Analyze™ service has now assisted more than 150 customers in Europe, Australasia and North America with their JDE EnterpriseOne upgrade projects.

DWS is the trading name of Developing World Systems Limited, which is registered in England and Wales.

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