

JD Edwards EnterpriseOne Test Automation A DWS Client Success Story



Client

Located in Carol Stream, Illinois, Tyndale House Publishers was founded in 1962 by Dr Kenneth N Taylor. Tyndale employs 250 people and publishes the NLT Bible, christian fiction, non-fiction, children's books and other resources.



TYNDALE



The Challenge

With a small internal team of two dedicated to JDE support, testing could be time consuming. Rather than depending upon ordinary users to support quality assurance (QA), Tyndale was looking to automate as much of the process as possible.

In anticipation of further systems development, and a potential upgrade to JD Edwards EnterpriseOne 9.2 (JDE E1 9.2), Tyndale needed to find a way to reduce the burden of testing during any future change event project.



Delivery

Having assessed the alternatives, Tyndale implemented DWS Dimension Focus™ to support test planning and DWS Dimension SwiftTest™ for test automation.



Result

Use of Dimension Focus has resulted in better test planning and eliminated wasted effort on objects that don't need testing.

The adoption of SwiftTest has had a significant impact on both continuity and productivity; saving Tyndale up to 75% on the time taken to execute complex functional testing.

Background

JD Edwards EnterpriseOne went live in February 2016, following a two-year development project.

JDE E1 is fully integrated into Tyndale, with 250 employees (up to 70 concurrent users) utilizing AP, AR, Inventory Management, Procurement, GL, Warehousing, Transportation and Expense Management and Sales Order Management modules.

Third-party integrations include CRM, CDI (website) and RF Smart for pick and pack, plus integration with freight forwarding and logistics.

At the time of publication, Tyndale was running an on-premises deployment of JDE E1 9.1, tools release 9.1.5.

Tyndale has made a significant number of customizations to support several business processes, including product returns.

The system contains over 580 modified objects, many of which are pure custom, with a further 70 modified standard objects.

Tyndale's quill logo is a registered trademark of Tyndale House Publishers, Inc.

Growing Pains

For Tyndale, the initial JD Edwards EnterpriseOne implementation had been a major project. Two years in development, the QA process was also proving both lengthy and challenging. Partly because of a lack of resource and partly because of a lack of familiarity with the system.

Tyndale maintains an internal IT team of nine, but only two of them are dedicated to supporting JDE. When it comes to QA, the JDE team need to rely upon ordinary users to help with testing.

"As a business, we have further development plans in place that may involve the integration of mobile apps and a future upgrade to 9.2" explains Karen Riner, Systems Administrator at Tyndale.

"In order to move forward with the technology, we needed to overcome a perception within the business that any change event would require thirty people locked in a room for weeks to do the testing".

For the initial deployment, Tyndale had partnered with a systems integrator. Subsequently, a full-time JDE developer had been added to the IT team to support the implementation of ESUs and modifications.

With development work ongoing, the JDE support team found themselves spending a lot of time in QA. If they were to effectively reduce the impact of testing, they would need to look to process automation.

Evaluating Alternatives

Karen, a member of the JDE community for 17 years, understood that test automation would play an important role in building the business case for an upgrade to 9.2 – something that would be essential if Tyndale was to maximize the return on its investment in JDE.

"We were aware of a number of testing platforms in the market" says Karen. "With limited access to analyst and super-user resource, ease of use was going to be an important factor in our decision making".

Tyndale underwent a process of due diligence in assessing a number of testing solutions. Here, Karen describes their experience:

"We took a good look at a range of alternatives, including Selenium, UPK and OATS. We ruled out Selenium because it couldn't be used by everyone and required some additional development work."

Karen continues: "We looked at a trial project using UPK, but it didn't really help us at all. We found it overly complex and you had to redo the scripts every time you changed something."

"We considered OATS but, from an IT perspective, the install instructions alone were too complicated. From a user's point of view, it looked even worse; you seemed to require a three-day training program just to understand the basics".

Why DWS?

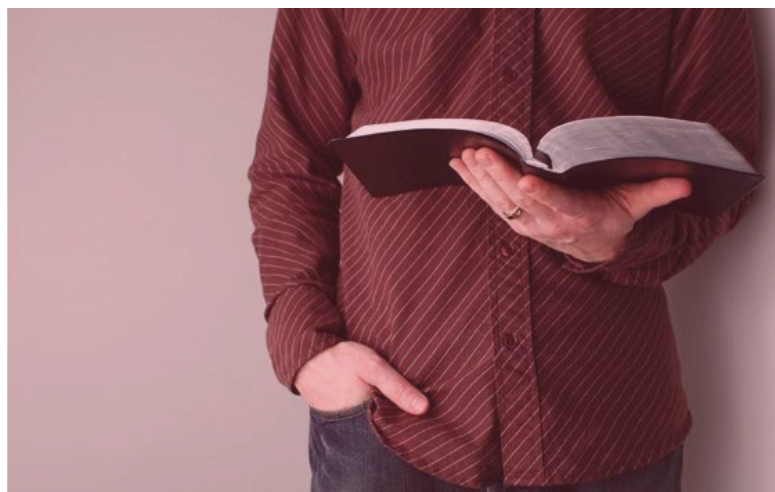
"We were still searching for an intuitive test automation system when we were introduced to DWS and SwiftTest during a Quest SIG call." Karen explains.

Impressed by its ease of use, and the fact that it was developed specifically for JDE E1 test automation, Tyndale arranged for a SwiftTest demonstration.

"We arranged for management to sit in on the product demonstration" says Karen. "The DWS product looked like a perfect fit from the start, and timing couldn't have been better as we were planning to install a baseline ESU with around two hundred objects".

"The DWS product looked like a perfect fit from the start".

Karen Riner, Systems Administrator, Tyndale



Improved Test Planning & Automation

Although initially interested in SwiftTest, Tyndale also began using DWS Dimension Focus™ to aid with test planning and management.

“We took SwiftTest because we really wanted the test automation, but we also liked Focus because it helped us to better understand what needed testing”.

Adam Rispens, Systems Analyst, Tyndale

Improved test planning and management ensures that every project runs more smoothly and that end-users can be positively and appropriately engaged.

Prior to implementing SwiftTest, Tyndale's test scripts were built in excel; a time consuming, manual process.

With SwiftTest, the plan is to build the library of scripts out so there are test scripts available for every area of the business.

“From a standing start we have developed a core set of twenty-five scripts; covering areas such as sales order entry and warehouse processing” says Adam.

“Under the old system, a multi-line order used to take about thirty minutes per order to test. With SwiftTest that time is down to just six minutes, a saving of 75%”.

Adam continues: “It's got a lot of great features and usability is excellent. I use the repeater function a lot. It saves me so much time. For some of the more complex workflows, it used to take me two hours to run a couple of full scripts. Now I can do them in under twenty minutes”.

Quality & Continuity

SwiftTest delivers more than just time savings. The ability to repeat scenarios without having to manually input the variables every time eliminates the risk of human error and ensures a robust testing methodology.

“Continuity is excellent” says Adam. “I'm able to repeat the exact same scenario, over and over, without the risk of input error.”

Set-and-forget simplicity means Tyndale can queue a series of scripts and run them overnight, without having to interact during the test cycles.

“The experience of working with DWS has been very good; especially in terms of support. They have been very responsive” says Karen. “If we identify any bugs, they are fixed quickly and DWS are adding new features and functionality all the time”.

Dimension Focus continues to deliver long-term value for Tyndale. During the application of a recent ESU, Focus was used to assess a total of 420 execution points. The ability to analyze exactly how each object had been affected left Tyndale with just 43 objects requiring a full QA.

The resulting test plan required just 45 scenarios, some of which could be run as a part of a combined process.

“We used Dimension Focus when applying a recent ESU. Of the 420 execution points, we only needed to do a full QA on 43 objects... that's an excellent saving on both time and effort”.

Karen Riner, Systems Administrator, Tyndale

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Karen Riner, Systems Administrator, Tyndale



About DWS

Since 1998, we have been providing development and technical services to organizations looking to customize, integrate, extend, upgrade or support implementations of EnterpriseOne. We also sell EnterpriseOne testing products that leverage our deep domain expertise and help customers run smaller, faster and smarter projects.

DWS serves a global client base using proven methodologies and proprietary DWS Dimension™ tools. Our best-practice approach and eye for detail help us deliver products and services that save time and money and continually drive down your TCO for JD Edwards.

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