



See SAP differently

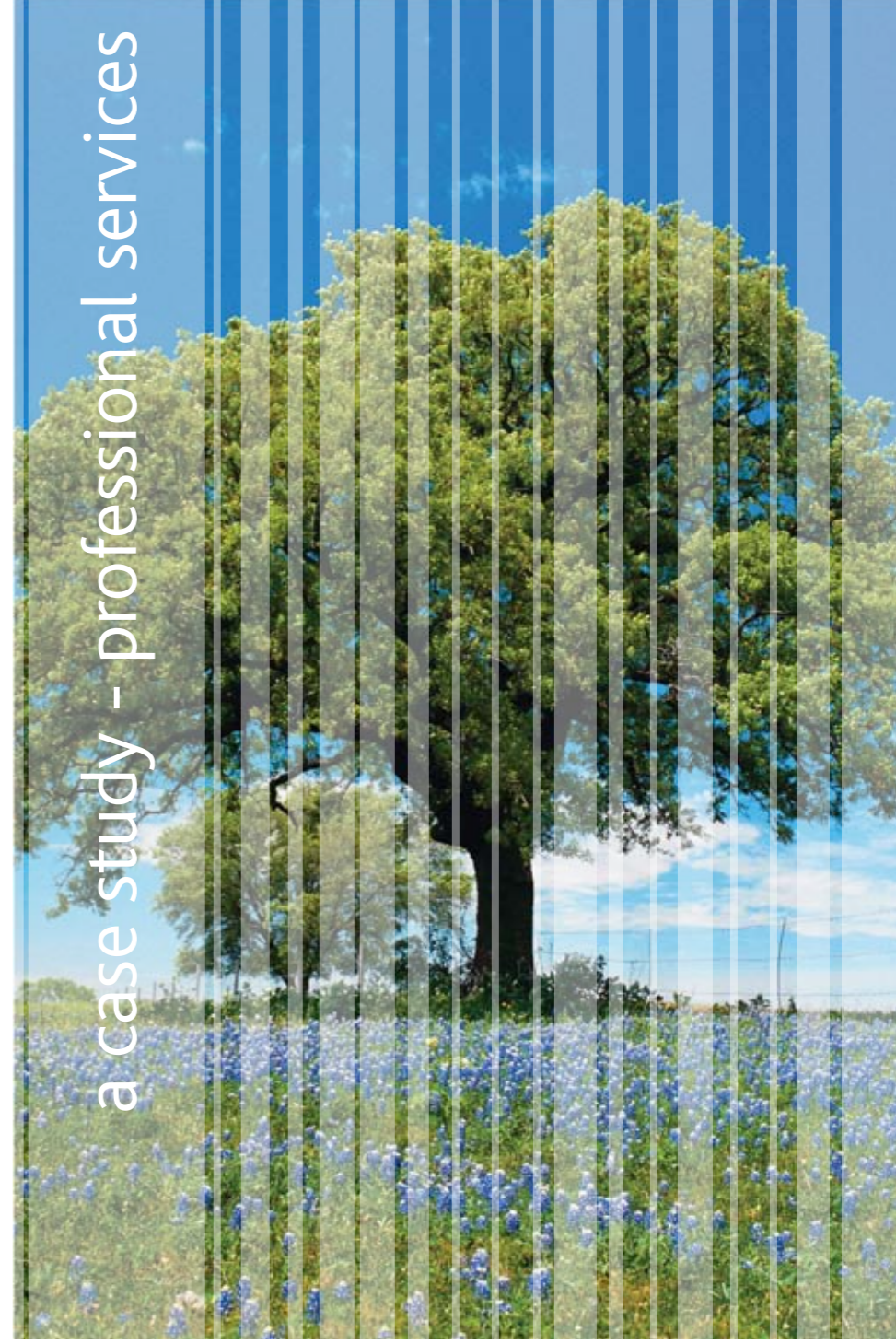
For more information on how Experior can help you with testing SAP within your business, please contact us on +44 (0) 208 439 9453 or email us at enquiries@experiorgroup.com

Proof
Linklaters LLP. Global law firm strengthens business processes,
streamlines software testing



"Experior made us aware that our work could be applied to add value in other areas of the business.
As a result we couldn't be happier with everything Experior have done"

Kaan Yargici, Software Quality Consultant, Linklaters LLP



a case study - professional services

"Experior's knowledge of testing tools and methodologies is unquestionable; add their SAP expertise and ability to tailor solutions according to business requirements, and you have a totally dependable recipe for success."

Kaan Yargici, Software Quality Consultant, Linklaters LLP

Company

- Name: Linklaters LLP
- Location: London, UK
- Industry: Commercial Law
- Products and Services: Advice on all areas of commercial law
- Employees: 500 partners, 2000 lawyers
- Web site: www.linklaters.com

Challenges and Opportunities

- Improve efficiency of testing processes through automated scripts
- Properly leverage investment in HP testing tools

Objectives

- Automate testing scripts for three major business processes
- Transfer knowledge of automated testing to software quality team

Why Experior

- Thorough, responsive and straightforward approach
- Clear testing methodology
- Extensive knowledge of SAP, business processes and integrated software

Experior Solutions and Services

- Project management and automated scripting methodology
- HP Quality Center
- HP Quick Test Professional

Highlights

- Project completed on time and within budget
- Open, interactive communication and exchange of ideas
- Identified and prioritised key business processes within HR function

Benefits

- Established best practices for automated testing
- Automated scripts and significantly reduced time spent on regression testing
- Increased available development time
- Significantly increased quality of solutions delivered to Linklaters business
- Reduced failure rates of software updates

Global law firm strengthens business processes, streamlines software testing

When you are an award-winning international law firm, with over 500 partners and 2,000 lawyers advising some of the world's biggest corporations and financial institutions on high worth transactions, assignments and initiatives, you need to make sure any modifications to systems supporting core business processes are implemented without a glitch. That's why Linklaters turned to Experior to help automate their software testing procedures.

Linklaters relies heavily on SAP to underpin all its key applications and business processes. "Compared to some, our software development function is not large," explains Kaan Yargici, Software Quality Consultant at Linklaters' office in London, where the company was founded in 1838. "However, we do have an active cycle of weekly and quarterly updates and, naturally, we are strongly committed to applying good quality assurance to those updates."

The software quality team, working closely with the developers, had reached the point where their manual testing processes were effective but were consuming too much resource. "Just to test our Order-to-Cash process from end-to-end involved up to six people during a two-week period," explains Kaan. Although Kaan estimates the total resource overhead amounted to only 2½ days, because the testers each had to complete their tasks and then pass the work on to a colleague, there was always the potential for delays. "We had invested in the HP suite of testing tools [HP Quality Centre and HP QuickTest Professional] but were only using them in niche areas within our IT Operations stream," says Kaan. "So we decided we needed some help, both to automate the Order-to-Cash testing process and to properly leverage our investment in the HP tools."

Gathering Proof

Having decided on the need to automate, the software quality team opted to prove the concept before making the case for a broader investment, and engaged Experior to demonstrate the proposition by automating the Order-to-Cash process. The exercise was completed in two weeks, with minimal disruption to day-to-day activities – as requested by Linklaters. Experior achieved this by conducting an initial workshop to explain the process and completed their information-gathering in separate meetings with the Linklaters SAP consultants. "In no time, Experior proved to be thorough, responsive and straightforward, following a clear methodology," confirms Kaan. "They were very knowledgeable about SAP processes and familiarised themselves swiftly with the Linklaters customisations."

Not only had the Experior proof of concept been conducted with minimal disruption to everyday Linklaters development, the results were immediately compelling: the Order-to-Cash process now ran in 45 minutes, instead of the previous 2½ days. Convinced of the need to automate, Linklaters took their requirements (to automate testing of three major business processes) out to tender before selecting Experior. "We considered other vendors, but they were unable to explain the process as well as Experior could," says Kaan. "Also, Experior emphasise that testing is not just an IT project and that there are direct positive impacts for other business functions."

"During the engagement we received their full focus and attention and Experior completed everything they committed to, even if it meant putting in extra time when delays occurred through no fault of theirs."

Kaan Yargici, Software Quality Consultant, Linklaters LLP

Changing the Brief

Linklaters' original objective in engaging Experior was automation of testing around three major business processes, including Order-to-Cash, Recruit-to-Retire (effectively mapping the lifetime of a Linklaters employee from joining the firm, through transfers and secondments etc., to retirement) and Prospect-to-Archive. It was largely because of Experior's approach to the project, based around open communication and exchange of ideas, that the objectives were amended. The focus became functional areas and processes within them, starting with HR. "Working with Experior was a very interactive experience," recounts Kaan. "They explained their process in an open forum, during which it became clear we would benefit from focusing on a larger number of shorter processes."

Experior's guidance in this area helped Linklaters to establish fully the business prioritisation of their HR processes - something that had never been done against a function's business processes. "It was clearly to our advantage to establish this for the processes against which we were to create scripts and, for the first time, we were developing a clear understanding of the coverage our testing could provide for the business," says Kaan. "It also emphasised Experior's ability to tailor their solutions and methodology to the Linklaters set up, as opposed to imposing their own standards."

Altering the focus, to a larger number of smaller processes, represented a major change to the scope of the project. The team also encountered some technical issues that could have caused delays, but the timescales and budget were unaffected. Kaan is convinced this was attributable to the close working relationship Experior had established with his team. "The communication between us was outstanding – both formal and informal," he says.

A fundamental success factor for the project was to increase the scope of regression testing. High priority HR processes are now fully automated, representing 33% of all HR processes. For Matter Management (a bespoke contract tracking module) the coverage grew from 42% to 58% of high priority tests.

Reaching a Verdict

The benefits of working with Experior have been apparent to Linklaters from the word go. "Automated testing is fundamental to our strategy, and Experior gave us the perfect kick start," confirms Kaan, whose team are running HR scripts on a weekly basis. The quarterly testing of Order-to-Cash has been reduced from 2½ days to a matter of minutes. In fact, because Order-to-Cash is a process impacted by such a wide range of different applications and data inputs, Linklaters are running this process daily. "We approach our work each day with added confidence, knowing that our core business process is running successfully," explains Kaan. "To achieve this with a single click of a button is remarkable."

Other business service functions have also benefited from automated testing. An example of this is in finance, where SAP BW reporting cubes are developed and tested using data created from automated scripts. "Experior made us aware that our work could be applied to add value in other areas of the business," says Kaan. "During the engagement we received their full focus and attention and Experior completed everything they committed to, even if it meant putting in extra time when delays occurred through no fault of theirs. As a result, we couldn't be happier with everything Experior have done."

Kaan expects the relationship with Experior to continue for some time. "We are rolling out automated testing for other business processes," he says. "Experior's expertise is fundamental to that work. Their knowledge of the testing tools and methodologies is unquestionable; add their SAP expertise and ability to tailor solutions according to business requirements, and you have a totally dependable recipe for success."

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