

National UK Retailer Business & IT Transformation Multiple Vendors and a Dynamic Test Delivery Team

Successful implementation of required changes to a Production environment was achieved by utilising our Test Delivery experience in a timely and cost effective manner. Our strategy for testing included integration testing of multiple vendor systems. Thus proving the functional changes in end-to-end systems, data migration and imperatively gaining Business acceptance prior to Production implementation.

Challenge

“UK National Retailer with distributed Business Processes and IT Architecture coupled with aging IT Infrastructure requires complete transformation....”

The stage was set for a significant IT challenge. Exactest were engaged to devise and execute a fit for purpose Test Strategy that would deliver the integration, data migration and business acceptance testing phases for an organisation with no existing test function.

Significant challenges resolved in the early Test Phases included the up-skilling of the Business Teams with testing activities and terminology, mentoring of Test Case Design workshops, creation of a centralised Test Repository and ensuring the Business people understood which Test Phase they were executing their tests. The Business Acceptance Phase gave the Business people a final run through of functionality which they were happy to accept into Production.



Approach

The directive from our client's Senior Management Team was a requirement to deliver all testing in just two weeks utilising only business resources with no software testing experience.

Working with the Client and the Vendors, a bespoke Test Approach was soon agreed after a series of productive workshops to educate a number of valid test delivery options.

A two phase delivery approach was adopted:

- Test Phase 1
 - Delivering all of the core front office deliverables including new branch infrastructure, software, business processes and required data in an eight week test event.
- Test Phase 2
 - Running in part parallel delivering all of the Back Office transformation for software systems and business processing.

Two distinct Test Teams were mobilised by Exactest for each Test Phase. Each Test Team comprised of a small number of highly experienced Test Consultants for the technical type test events and to mentor the Business Users during the software testing phases from the planning and creation of test cases and test data, through to test execution and defect reporting.



Results

The teams successfully delivered a large and complex Business Transformation Programme through the end-to-end supply chain in the procurement of product, to paying of suppliers, fulfilling customer orders and getting payment in the bank for a large multi-tiered organisation. All achieved, twenty or more years after shifting from a distributed function to a centralised process driven organisation.

By professionally engaging with the Software Vendors and understanding the Process Transformation with the Business, the Test Delivery function transpired to be the key integrating communication channel for all parties concerned.