How to Become an
EVEN SMARTER
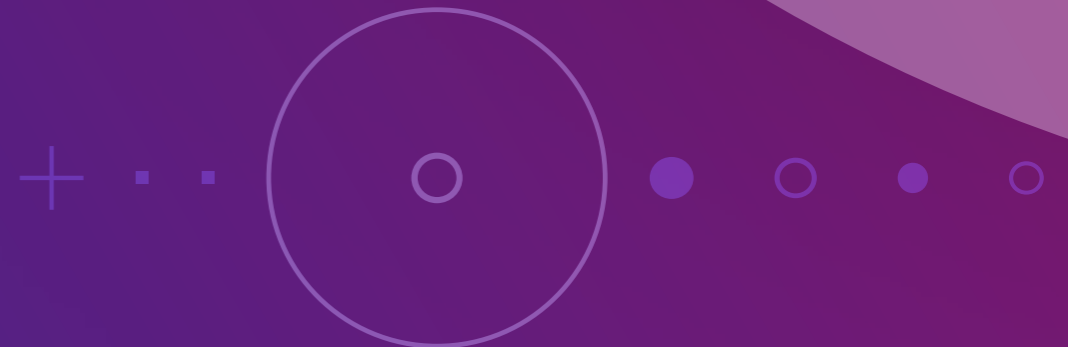## ERP Test Manager

As an ERP test manager, you are responsible for some of the most important behind-the-scenes work, ensuring that your enterprise resource planning system is ready and able to perform its role of streamlining complex mission-critical processes. A single workflow may involve multiple personnel, various skillsets, changing conditions, and several links in a value chain of activities. With this level of intricacy, even small ERP anomalies can disrupt operations, cost the business money and have a severe impact on your organization's brand.

That is where your skills and insight come in.

Any changes to the business or to the system require extensive testing to ensure high-quality results and avoid defects in production. This requires a clear understanding of the company, how each business unit impacts the whole, what the best testing strategy is and how to implement it.

ERP TESTING ECOSYSTEM IS CHANGING
AND SO SHOULD YOU

The ERP landscape has become more complicated, due to the various types of applications interconnected with the core system, the increasing pace of technological innovation and change requests, and the growing adoption of agile and DevOps practices. This has made achieving the right level of test coverage more challenging, and failing to do so riskier, while placing a greater burden on your time and resources.

Compounding these issues is the new post-Covid19 reality, in which remote work is an accepted norm. The time when testers were flown into the same location for a week of 'User Acceptance Test' (UAT) is over and most collaboration has become more sporadic. While this has certainly driven greater flexibility in many workforces, it has often come with at the cost - of loss of immediacy, speed and responsiveness.

A more common challenge, which has been around much longer in the ERP domain, is the potential testing bottleneck caused by a disconnect between IT and business users. Time-consuming business-process testing, complex documenting and reporting processes, idle time, and tools not designed for end users or suited to their skills all make testing a frustrating task for your colleagues in various business units. When they do participate in testing projects, they tend to use highly manual, inefficient Excel spreadsheets due to their familiarity.

So, can you overcome multifaceted challenges and carry out high-quality testing, ultimately ensuring an effective and dynamic ERP?

7 BEST PRACTICES

OF THE MODERN ERP TEST MANAGER

Yes, you can.

At Panaya, as we grew to become the leader in SaaS-based Change Intelligence, we learned exactly how to do it right. Drawing on a deep understanding of both testing and ERP, we've developed the following best practices for the modern ERP test manager.

1

STANDARDIZE AND SIMPLIFY TESTING PROCESSES
WITH A SINGLE PLATFORM

Focus on making implementation and scaling of testing protocols and technologies easier, faster and less manually demanding.

- The first step is strategic, and it underpins all the rest: move to a unified SaaS-based platform with enterprise-level features.

- Establish a testing center of excellence (TCoE) as a centralized framework for optimizing, standardizing and implementing all your testing processes.

- Choose business-process-centric tools and a testing methodology focused on real-world business outcomes.

In practice, for the best results, standardization requires close coordination between IT and business units.

2

MAKE IT-BUSINESS COLLABORATION EASY
BY BREAKING DOWN SILOS

IT and business users need to be able to collaborate smoothly for ERP testing to be timely and effective.

- Remain in control of the process, but be sensitive to the needs of business users when choosing a test management tool and implementation methodology.

- Provide access to an easy-to-use application, mirroring business processes and facilitating coordination with IT on a common platform.

- Ensure a closed loop issue resolution and retesting workflow between testers and developers, keeping the process flowing seamlessly with optimal visibility.

- Enable real-time collaboration during all phases.

After ensuring everyone is on the same page, you need to orchestrate your testing cycles efficiently and effectively.

3 ORCHESTRATE LARGE-SCALE TESTING
WITH A CLOUD-BASED SOLUTION

You must be able to systematically manage complex demands on company time and resources with flexibility, speed and responsiveness.

- Enterprise-level capabilities should include coordination of concurrent testing projects, large-scale systems, multiple stakeholders, geographic dispersion, and different lines of business.

- Workflows and notifications should be customized for your business, supports ensures data consistency, improves compliance and SLAs, and allows for real-time alerts to key stakeholders.

- Choose an ERP testing solution that can scale up and adapt rapidly, in order to streamline build-outs in the next test cycle, region or project.

- Implement a cloud-native test management platform for maximum coordination.

Orchestration is also necessary on the individual project level, with the help of real-time intelligence.

4 CONTROL PROGRESS
WITH REAL-TIME INTELLIGENCE

You should never be guessing about what steps to take next. Decision-making needs to be based on the most accurate and current data, with clear and useful analysis.

- Real-time and instant access to information from all points along your testing process is indispensable to understanding key performance indicators.

- Make sure the intelligence you gather is actionable with a flexible reporting application.

- Provide your teams with all the information they need to stay informed in real-time of process roadblocks or disruptions.

Active monitoring gives you control, which is obviously valuable, but anticipating trouble before it happens is even better.

5 ANTICIPATE PROBLEMS
WITH PREVENTIVE DETECTION

With the right tools, you can move away from the high-pressure reactive mode, always fighting fires, toward proactive mitigation. This will improve the speed and quality of testing processes, issue resolution, development and QA.

- Automatic and system-wide detection allows you to foresee potential bottlenecks, defect duplicates, and redundancies in your testing cycles.

- Select a system that can provide actionable insights to prevent and solve identified problems.

- Use a platform that allows you to leverage results from past projects – such as percent of defects in a single area, frequency of failure for a specific test scenario, extent of test coverage, and the like – for continuous improvement, optimization and efficiency.

Now that you can orchestrate and control testing processes efficiently, as well as foresee risks before they become issues, you are free to focus on innovation.

6

INNOVATE
WITH AI

Like many IT managers, you may be feeling pressure from your company's C-suite for initiatives to increase quality and optimize processes. You too may be looking for new and creative ways to boost your team's efficiency.

- Introduce modern AI to identify precisely what needs to be tested and, just as importantly, what does not.

- Get automatically generated reports indicating which business processes will be impacted by any proposed ERP change and what are the operational risks.

- Such change intelligence should include a risk-based test plan, which will optimize test coverage, eliminate uncertainty and reduce testing effort.

As you can see, true innovation goes far beyond test automation and encompasses taking the initiative for testing smarter.

7

AUTOMATE AS A MEANS -
NOT A GOAL

Automation is about velocity, not quality. Therefore, automating a faulty testing process will only produce poor results, faster.

- Don't try to automate everything. Manual testing is still critical, especially when it comes to UAT. Also, human input is necessary to create the automated script, maintain it, analyze the results, and more.

- Use the right tool to assess your testing and determine what should be automated (and, just as important, what should not), bearing in mind that automation can be costly.

- Use a platform that can orchestrate both manual and automated tests, with the right tools to focus efficiently and easily on quality. Do not run all the tests all the time. Get a clear understanding of the impact of your changes and execute only relevant scenarios.

Done right, you can ensure that your automation is targeted and effective, focusing the scope of your testing on those processes that matter most.

GET THE BEST RESULTS WITH PANAYA TEST DYNAMIX SMART PLATFORM

You can implement the best practices we've laid out in this paper with the right smart testing tools in a unified end-to-end solution, quickly achieving concrete results in terms of test acceleration and quality. Testing cycle efficiency and orchestration improves even further when you adopt practices built on insights into the needs of your organization's business users and coordination with your IT team.

Panaya Test Dynamix is the only AI-powered smart test management platform for ERP and Enterprise Cloud applications on the market. It takes traditional capabilities - such as test planning, test execution, defect management and monitoring – to the next level, with:

- Insights specific to your ERP environment, ensuring better informed decisions.

- Fully integrated AI features that drive smart change analysis in a risk-based testing engine, as well as helping you anticipate defects, prevent their inflation, and forecast completion of your test cycles.

- Fully automated documentation of your test executions.

- Sequenced and collaborative business process testing designed to incorporate professional testers, developers, and end-users.

- Integration with the tools of your choice.

- Automated workflows that can be configured to best suit your organization's practices and ensure compliance with your standards.

- Support for Test Center of Excellence (TCoE), testing factory, and other test optimization initiatives.

- Proactive assistance you can count on.

Along with proven best practices, Panaya Test Dynamix improves decision-making and expedites test management, strengthening your pivotal role in streamlining implementation of system changes. The comprehensive cloud-based solution gives you the knowledge and capabilities needed to dramatically reduce the testing burden and improve its efficiency – so you can confidently focus on the quality of your organization's business processes.

Panaya

Panaya enables organizations to accelerate application change and continuously deliver innovation with its Change Intelligence Platform. Panaya provides cloud-based application delivery and testing solutions that ensure collaboration between Business and IT. Enabling enterprise agility with faster release velocity and uncompromising quality, Panaya delivers an optimized user experience with end-to-end visibility of the application lifecycle. Since 2006, 3,000 companies in 62 countries, including a third of the Fortune 500, have been using Panaya to deliver quick quality change to enterprise ERP & CRM applications.

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