

# 2015 Awards for Customer Excellence Honorable Mention



## Cindy Shen, Home Trust Company

Leading Canadian trust company maximizes SAP application quality in testing Center of Excellence (CoE) built on HP Software

### Lifecycle Management

### Functional Testing

### Performance Testing

**High-level overview:** Using HP, Home Trust realized the following benefits:

- Establish Testing Center of Excellence Standardize QA methodology and framework: consistent project configuration, metrics and enforcement across all projects
- Fully utilize and incorporate existing QA tools and processes
- Create automated regression test and central test script repositories
- Automate 98% of all key deposit transactions (a high rate for the banking industry)
- Automate 54% of all key SAP transactions
- Automate 90% of critical transactions and scenarios identified and signed-off by business
- Deploy re-usable, repeatable, shareable assets including approximately 1,000 re-usable components that save time and cost; components can be dragged and dropped to make up new scenarios with minimal rework
- Maximize quality of SAP and other applications
- Increase ROI: conduct more tests with same amount of time and staff with higher quality results

**Company:** Home Trust Company (HTC) is one of Canada's leading trust companies. It offers a wide range of financial products and services including mortgages, Visa cards, deposits and retail credit services.

**Contact:** Cindy Shen is Quality Assurance (QA) Manager at HTC. She helps testing teams deliver both manual and automated testing for SAP and non-SAP implementation as well as post-production maintenance and support.

**Business goals:** SAP is the mission-critical application for managing Home Trust's deposit and loan business. To maximize value from SAP and non-SAP systems, HTC needed to create an overarching program to integrate all QA aspects while leveraging existing HP toolsets. Typical QA challenges in a SAP environment include: lack of consistent methodology and metrics across projects; low and inconsistent utilization of QA toolsets; no centralized testing asset library and low to no testing in the automation area. The result is low ROI.

**HP Software implemented:** HP Application Lifecycle Management (ALM) Quality Center Edition 11.0; HP Business Process Testing (BPT); HP SAP Solution Manager to QC Adapter; HP Unified Functional Testing (UFT) 11.5 and HP LoadRunner 11.0. Future integration with SAP Test Acceleration and Optimization (SAP TAO) 3.0. Shen cites excellent support from her pre-sales HP solution architect and her HP account manager.

**Benefits:** Do more with less. Improve testing quality and coverage without adding staff. Shortening testing cycles.



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