

Global Manufacturer Advance Their ERP Transformation With SAP Testing Solutions Led by NTT DATA



Client profile

The client is a global manufacturing company with a strong chemical footprint, specialised in market segments including coatings, construction, technical textiles, paper and synthetic latex gloves.

While based in the UK, the client provides customer-focused services from regional centres around the world and employs over 4,750 people across 38 sites. They have been able to establish a particularly strong presence in Europe, the Middle East, and Asia.

The client uses technical expertise and R&D capacity to help customers create successful products and improve the efficiency of their manufacturing operations. They have put in place a sustainable value chain to ensure that the organisation works as one to deliver on this strategy, meeting the needs of its customers and other key stakeholders.

The Challenge

The client has been engaged with NTT DATA for over two years throughout the development of their SAP S/4HANA global template, which has been built by NTT DATA UK with offshore services. Different NTT DATA group companies are providing cloud services or AMS services. The first S/4HANA go-live took place in May 2021, with five further deployments planned over the next three years.

The client is now looking to build a proof of concept (PoC) system to prove the value and efficiency of SAP automated test tools (Solution Manager, also known as SolMan) as part of their approach to regression testing throughout the deployment lifecycle. The POC is time-critical, in order to have test automation in place for the go-live.



NTT DATA's extensive knowledge of ERP architectures and associated services empowers clients to carry out their transformations with confidence."

The Solution

In collaboration with the client, NTT DATA focused on carrying out regression testing, baseline testing and test automation of SAP applications, using Tricentis software together with SAP Solution Manager. Several test cases in the areas of strategic sourcing, plant maintenance and master data checks were created.

Tricentis is a software test automation and test management tool with industry-leading test methodologies. It supports Certified SAP Integration and also supports more than 150 different technology-specific applications. It is fully automated and suitable for non-technical business users, given that it enables automated business test cases in plain English. Additionally, it allows the same test case to be used for multiple operating systems, browsers and smart devices.

For testing, Tricentis was chosen in preference to SAP Component-Based Test Automation (CBTA). SAP CBTA is limited to automating scripts in S/4HANA and Fiori, whereas Tricentis automates testing of any SAP technology—although only SAP GUI and Fiori were used in the POC. It includes all core test automation functionalities including script creation, script playback, script debugging, parameters and additional validations, as well as script execution reporting and requirements traceability which are carried out in SAP Solution Manager. Scripts are developed in modules, which are then reusable.

Tricentis integrates with SAP Solution Manager and provides a familiar user interface for Solution Manager users. With an Enterprise licence, SAP Solution Manager users are able to access and use Tricentis for no extra cost. It is a free-of-charge limited version of the product, with some functionalities that incur an additional cost on the SAP price list. For that reason, part of NTT DATA's POC project was to help the client understand which parts of the solution are free and which are chargeable.

The Result

The testing tool POC was delivered according to plan, which was viewed by the client as a successful deployment. Findings from the POC are summarised below.

The free licence for the Tricentis Tosca test automation tool supplied with SAP Enterprise is significantly limited

when compared to the version that is priced on the open market. In general, where functionality already exists in Solution Manager, the free licence does not include the feature-rich equivalent functionality available in the paid version. This includes exporting screenshots to Word and PDF documents and ad-hoc session recording of interactions with screenshots on the SAP system. While this tool is overall superior to the SAP CBTA tool previously used, many of the advanced features which could help increase adoption within the organisation are available only by purchasing one of the optional packs..

Additionally, some limitations were identified with the product version tested. The test scripts must be stored either locally or in a third-party central database, with the latter being the preferred option. This database should be accessible from the user's PC as well as from the Solution Manager server, which could incur additional costs for the client.

What's more, the development of Fiori scripts consumes significantly more time than the equivalent script using SAP GUI transactions—and multilingual implementations would require development of separate scripts for each language.

That being said, test automation using Tricentis Tosca does facilitate further extension of automated scripts as projects evolve. Much of the effort involved in creating a script becomes reusable for other scripts, which can reduce the cost of further development. The tool also enables the creation of a single library of scripts which can be adapted quickly to specific needs.



NTT DATA works with industry leaders to deliver seamless digital transformations tailored to individual business needs.”

Why NTT DATA

Collaboration between NTT DATA and the client has been in place for over two years. NTT DATA's status as an SAP strategic partner and their proven track record of successful SAP S/4HANA transformation projects provided compelling reasons for selection for this project. NTT DATA also has deep industry experience and offers a sector-specific SAP template, as well as SAP accelerators to speed up delivery in specific areas.

In addition, NTT DATA has a multilingual, multiskilled workforce and localised capabilities for responsiveness and flexibility. In this case, these assets were important considerations due to the client's global presence. NTT DATA's global team-based delivery for scale and coordination was also a clear advantage for a client with multiple sites across the world.

What's Next

The client is undertaking a SAP ERP Central Component (ECC) based rollout program, which is not yet complete. Following the satisfactory delivery of the testing tool POC, NTT DATA have been contracted to complete the first wave of S/4HANA implementation and the second wave of Fit/Gap analysis, as well as the Cloud and Application Management Services (AMS) contract for a new company acquired by the client.

Visit nttdata.com to learn more.

NTT DATA is a \$30+ billion business and technology services leader in AI and digital infrastructure. We accelerate client success and positively impact society through responsible innovation. As a Global Top Employer, we have experts in more than 70 countries. NTT DATA is part of NTT Group.

