Tricentis

How to overcome 3 common challenges on your journey to testing maturity

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We are **Tricentis.**

A global leader in quality engineering

RESULTS

10x Faster releases

90% Risk coverage

50% Cost reduction

PARTNERS

accenture · Capgemini · Cognizant · ttc · Infosys · IBM · wipro

TECH ALLIANCES

ATLASSIAN · aws · Microsoft · SAP · salesforce · servicenow

Driven by growth and innovation

- **2023** Mobile test automation
- **2022** Developer test automation; Digital compliance
- **2021** Continuous performance testing
- **2020** SAP Partnership
- **2019** AI-based risk assessment
- **2018** Agile test management
- **2016** Insight Venture Partners
- **2007** Founded; Codeless test automation

CUSTOMERS

3k+ Customers

ANALYST RECOGNITION

Gartner · FORRESTER® · IDC

Named leader in industry analyst vendor ratings

Objectives for testing maturity

Objective 1

Deliver value faster

Testing no longer is a bottleneck, but is an enabler to release products quicker into the market

Objective 2

Contribute to business goals

Increase in quality releases for better customer experiences, capturing market share, increasing revenue, and reducing cost and risk

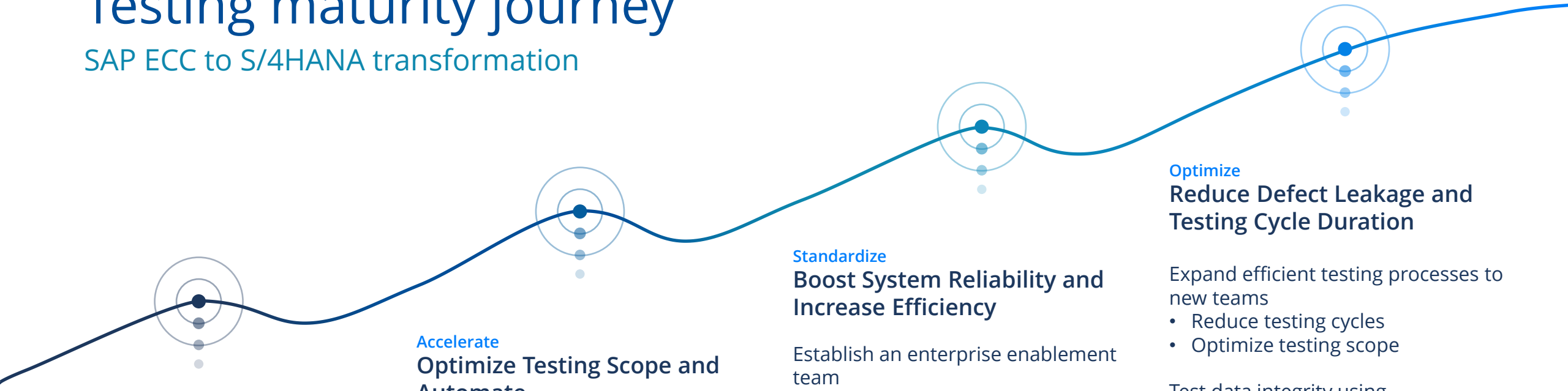
Objective 3

Setup for long term success

Quality releases are repeatable and consistent between versions and different products and projects

Testing maturity journey

SAP ECC to S/4HANA transformation



Foundation

Shift to Modern QA Approach

Adopt test case management with **qTest**
- Optimize test planning
- Create traceability
- Get insights into quality

Benefits
- ✓ Streamlined testing process
- ✓ Reduced defect resolution time

Accelerate

Optimize Testing Scope and Automate

Analyze most-at-risk areas using **Change Impact Analysis**
- Identify most-at-risk areas
- Understand testing gaps

Automate most-at-risk areas using **Enterprise Continuous Testing**
- Structure test design
- Build modular automation

Benefits
- ✓ Optimized test scope and coverage
- ✓ Reduced test execution times

Standardize

Boost System Reliability and Increase Efficiency

Establish an enterprise enablement team
- Oversee governance
- Facilitate a scalable rollout

Test system performance using **Enterprise Performance Testing**
- Improve system responsiveness and reliability

Integrate testing tools into SDLC
- Streamline collaboration
- Enhance development quality.

Benefits
- ✓ Reliable and responsive systems
- ✓ Efficient and scalable testing process

Optimize

Reduce Defect Leakage and Testing Cycle Duration

Expand efficient testing processes to new teams
- Reduce testing cycles
- Optimize testing scope

Test data integrity using **Enterprise Data Integrity Testing**
- Validate E2E data integrity
- Increase data quality

Shift-left testing
- Analyze ABAP code quality
- Virtualize dependencies

Shift-right testing
- Execute automated E2E tests
- Analyze release dependencies

Benefits
- ✓ Shorter testing cycles
- ✓ Accelerated, reliable releases

The patterns we found during the journey:

3 common challenges

3 common challenges

1. Uncertainty about where to begin
2. Establishing a path to success
3. Adoption at scale

1

Uncertainty about where to begin

One of the main obstacles faced in progressing towards testing maturity is not knowing what initial steps to take.

Discover

Identify your baseline and create a vision

Plan

Define your playbook and build your plan

Execute

Learn what works and what doesn't

Scale

Create repeatable processes to drive improvement and growth

Collaborate

Learn from others and share with others

Measure

Track everything and identify gaps

Optimize

Continuously review and adjust course

Discover

Identify your baseline and create a vision

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Onboard new teams and multiply success

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Discover

Identify your baseline and create a vision

Activities

Vision

Share your vision on quality that is based on your business drivers and objectives

Baseline

Get a holistic view of your organization's current state in testing from an application, technology, and maturity perspective

Good business leaders create a vision, articulate the vision, passionately own the vision, and relentlessly drive it to completion.

A vision for your organization

Build a modern testing organization that can deliver high quality across the application stack at speed through test automation, collaboration and reusing test assets across projects.

- Healthcare Industry

Activities

Discover

Identify your baseline and create a vision

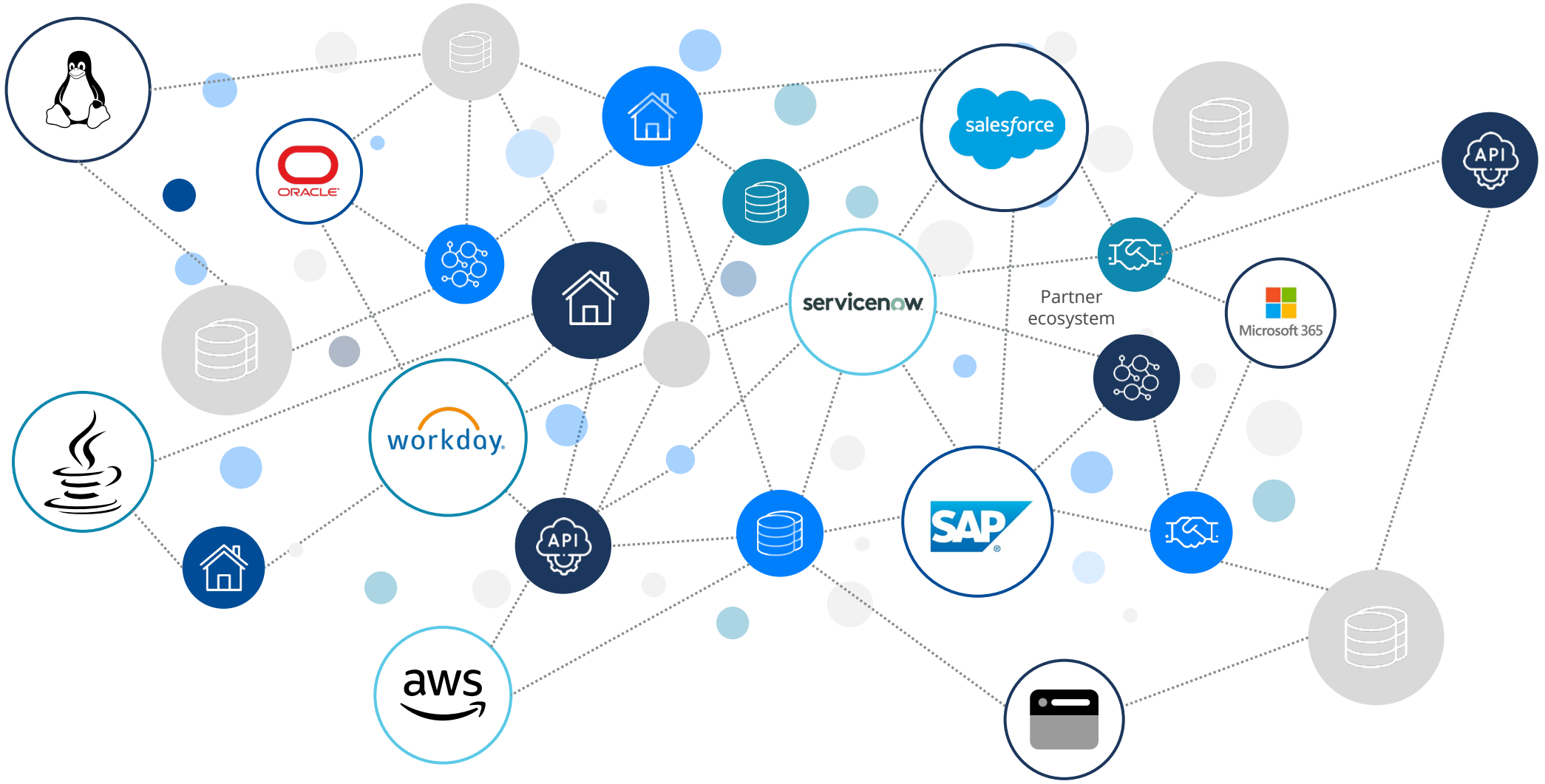
Vision

Share your vision on quality that is based on your business drivers and objectives

Baseline

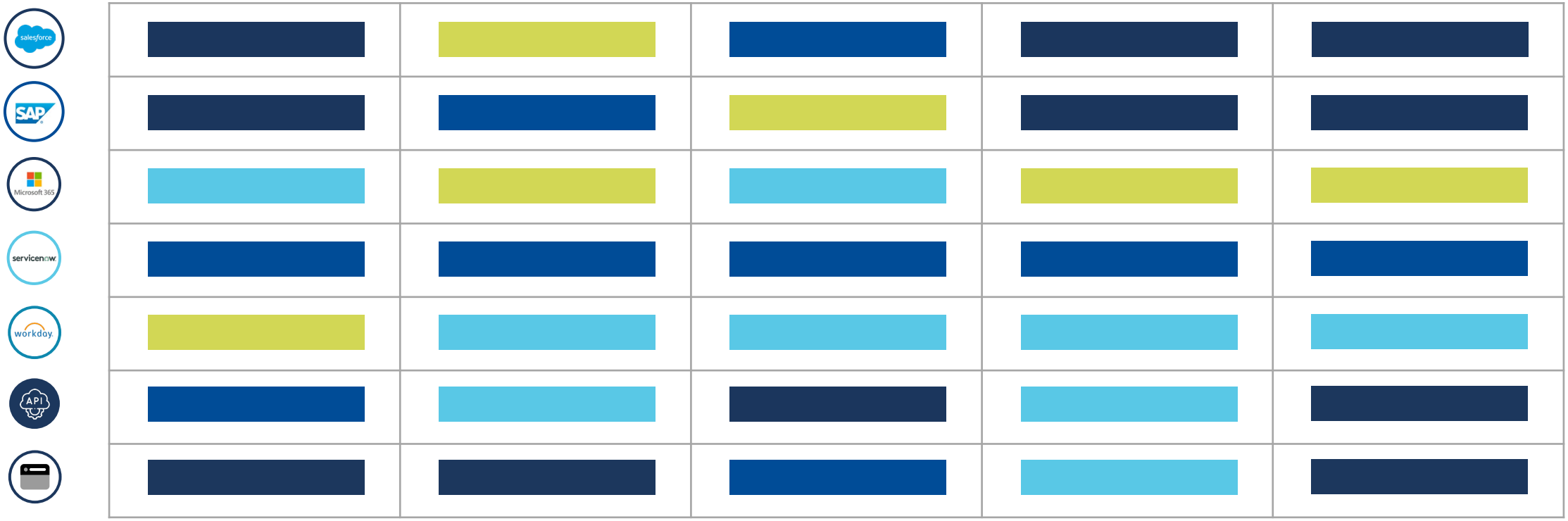
Get a holistic view of your organization's current state in testing from an application, technology, and maturity perspective

Complex and ever-changing application landscape



Understand where you invest your efforts

Criticality	Complexity	Agility	Investment	Quality
What is the cost of failure	What is the risk of failure	How often do things change	How much is being spent	How often are things failing

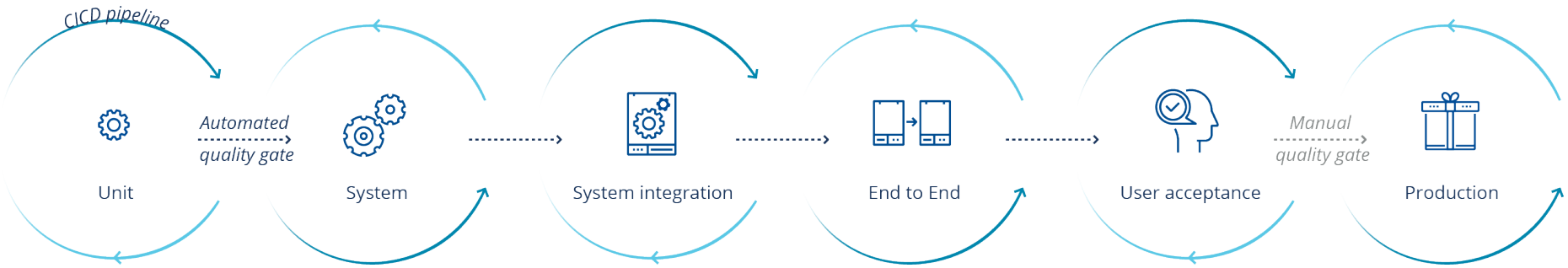


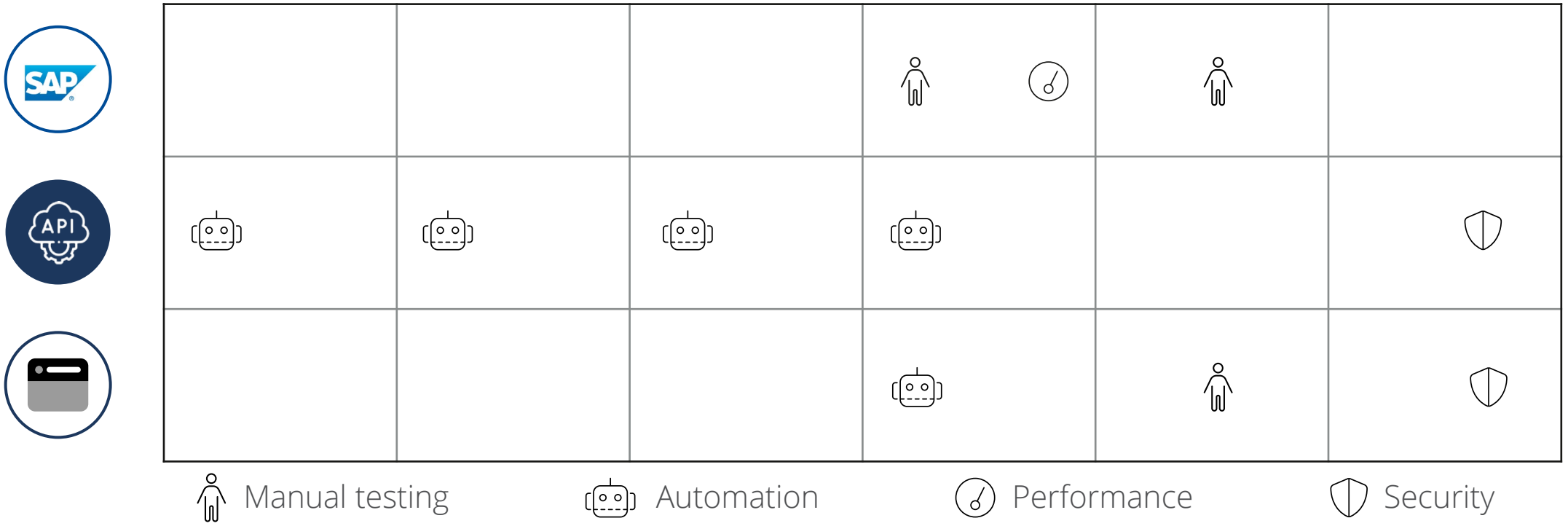
Tools inventory

Governance & reporting

Functional			Performance			Security			Other nonf.			Test Management		
Test Case Design	Auto-mation	Explo-ratory	Load/ Stress	Endurance	Scalability / Spike	Static Code Analysis	Penetra-tion	Vulner-abilities	Data integrity	Impact Analysis	UI/UX	Planning	Design	Traceability
COPADO			X			manual			Panaya			Tricentis Test Management		
Tricentis Test Automation						Burp Suite			Tricentis LiveCompare			SAP Solution Manager 7.2		
manual			X			X			DATADOG			X		
manual			X			X			X			XRAY		
leapwork			X			Greenbone			X			Jira Software		
SoapUI			APACHE JMeter™			X			X			Jira Software		
			APACHE JMeter™			X			ataccama			ZEPHYR		

Identify the current testing cycle

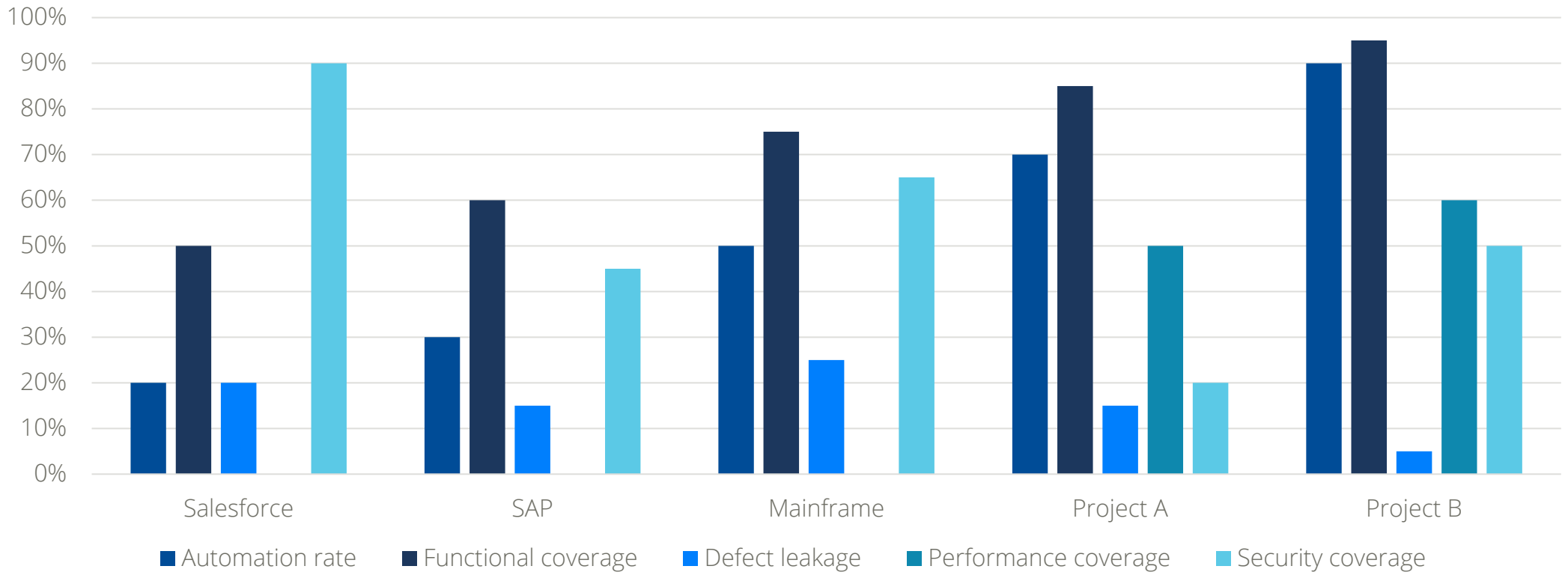




Assess your organization’s testing capabilities

Metrics and KPIs

Use **key metrics** and **KPIs** for an **objective** understanding of the teams' **performance**



Discover

Identify your baseline and create a vision

Activities

Vision

Share your vision on quality that is based on your business drivers and objectives

Baseline

Understand your organization's current state in testing from an application, technology, and maturity perspective

Outcome

- Understand where you are
- Vision statements
- Objectives & key metrics

Continuous

Regular review or baseline, vision and objectives

Discover

Identify your baseline and create a vision

Plan

Define your playbook and build your plan

Execute

Learn what works and what doesn't

Scale

Onboard new teams and multiply success

Collaborate

Learn from others and share with others

Measure

Track everything and identify gaps

Optimize

Continuously review and adjust course

Plan

Define your playbook and build your plan

Activities

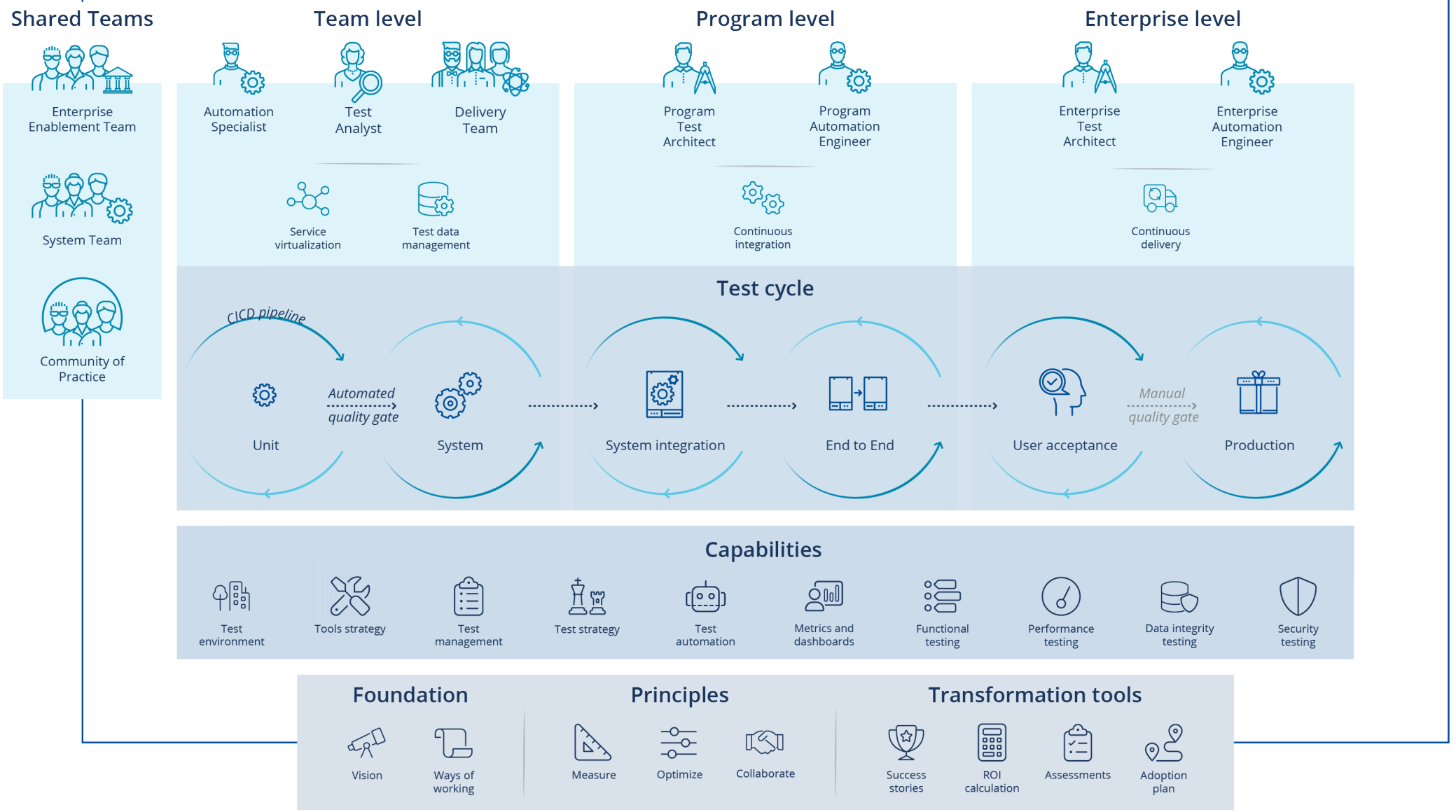
Framework

Define your ways of working based on people, process and technology

Roadmap

Create an actionable plan and backed by solid business cases

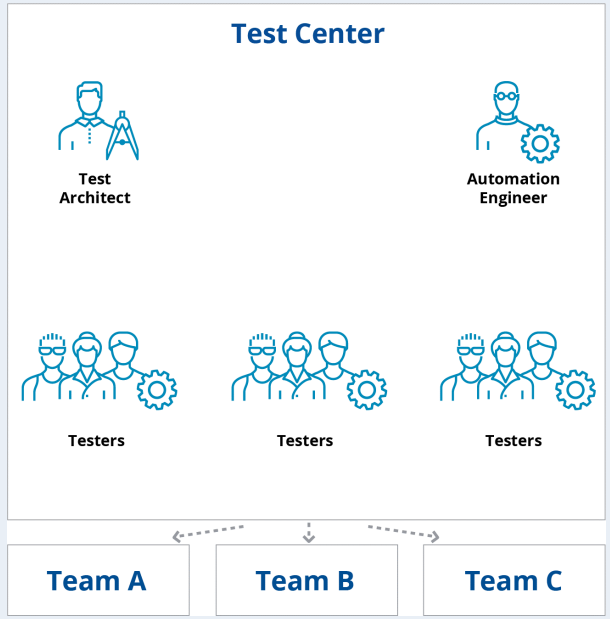
The Continuous Testing Framework



Three operating models to choose from

Centralized model

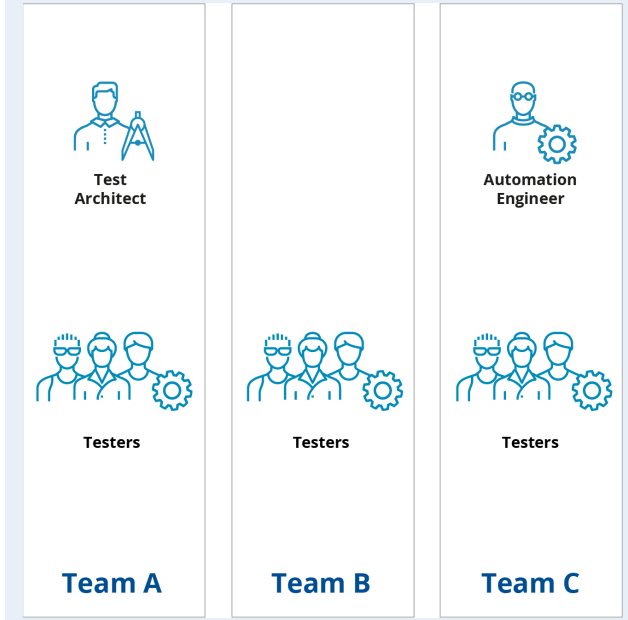
used by **37%** of Fortune 500 companies assessed



Cost	Speed	Risk
Standardized	Agile	End-to-end
Governance	Lean	Collaboration

Decentralized model

Used by **28%** of Fortune 500 companies assessed



Cost	Speed	Risk
Standardized	Agile	End-to-end
Governance	Lean	Collaboration

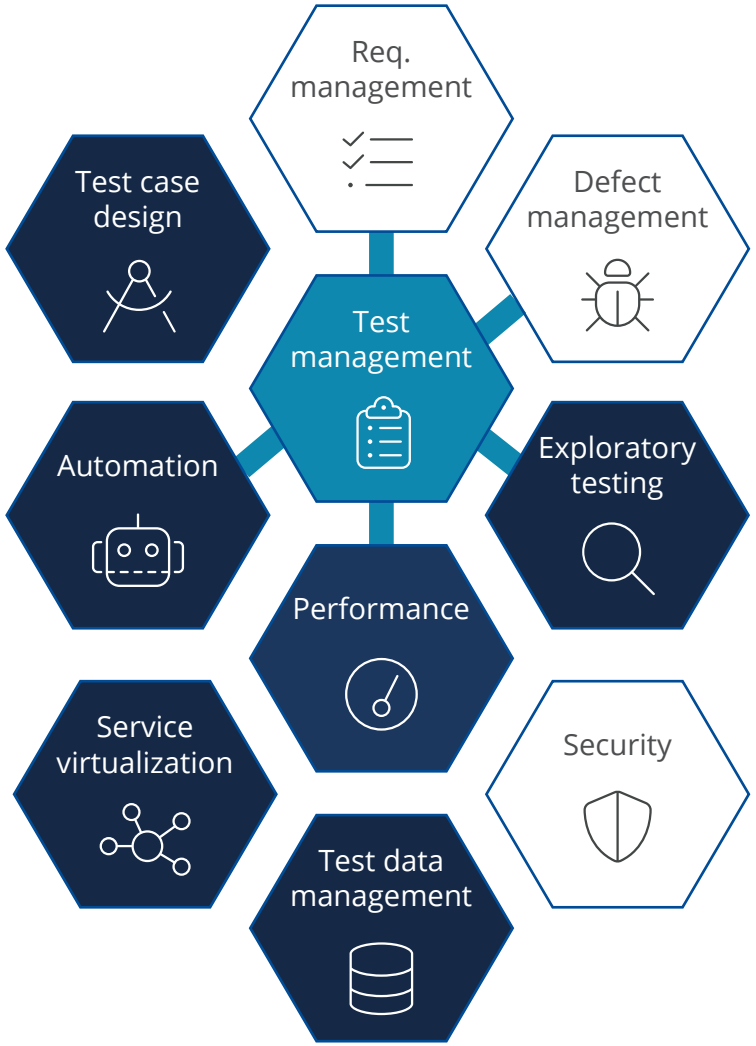
Hybrid model

Used by **35%** of Fortune 500 companies assessed

Cost	Speed	Risk
Standardized	Agile	End-to-end
Governance	Lean	Collaboration

Define your tools stack

Tricentis Platform



Any app on any infrastructure, and for everyone on your team

Test management, orchestration & analytics — Tricentis qTest

Change intelligence for SAP Tricentis LiveCompare	Continuous performance testing Tricentis NeoLoad	End-to-end data testing Tricentis Data Integrity	Digital validation for Life Sciences Tricentis Vera

Enterprise app & business process testing Tricentis Tosca	Custom web & cloud-native app testing Tricentis Testim	ServiceNow testing Tricentis Test Automation

Fully automated · AI powered · Cloud enabled · Risk optimized · Enterprise DevOps · Open and extensible

Plan

Define your playbook and build your plan

Activities

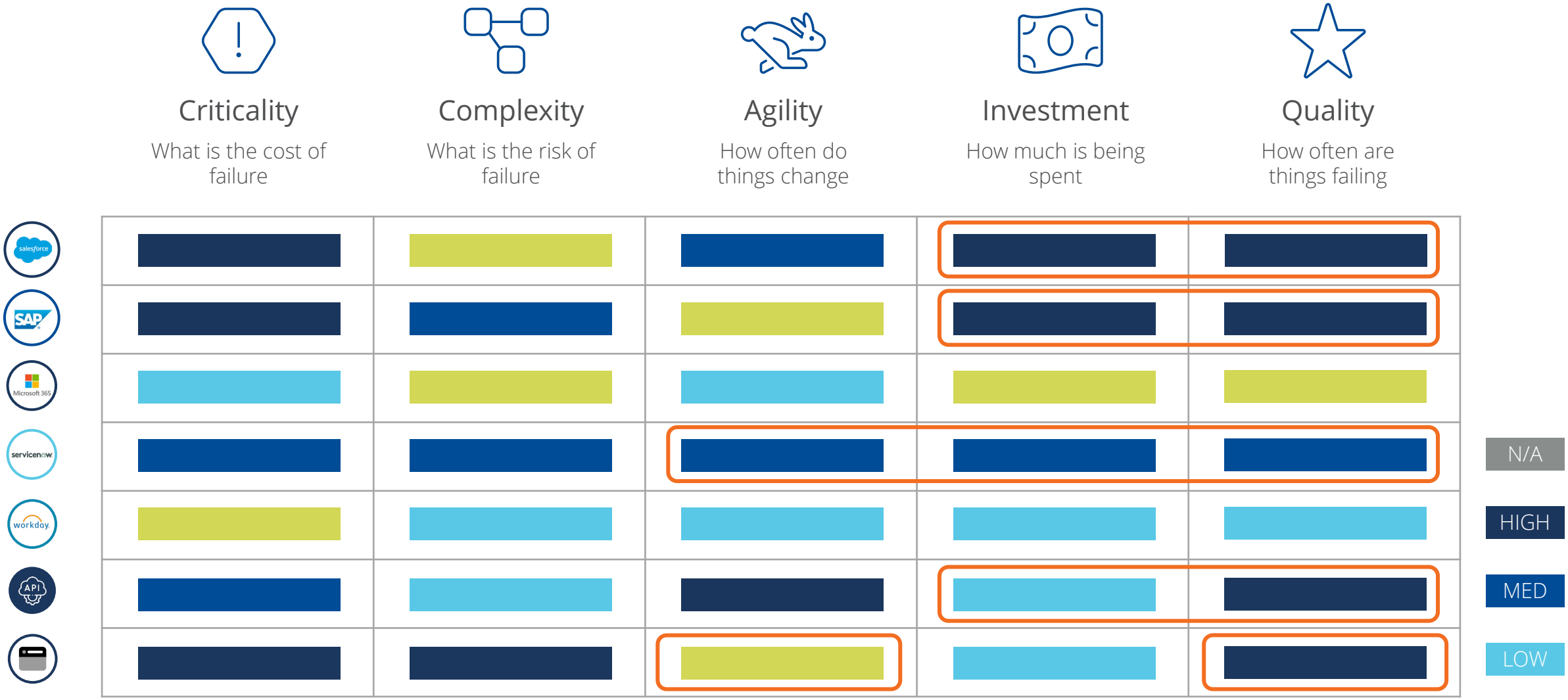
Framework

Define your ways of working based on people, process and technology

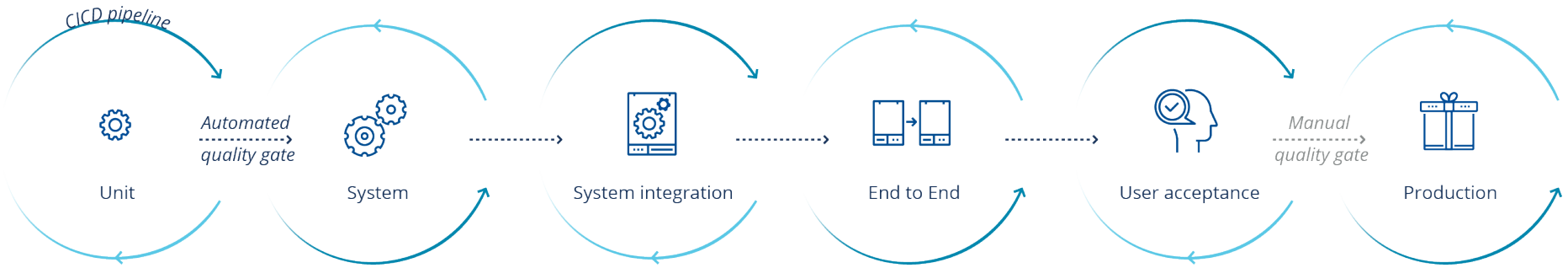
Roadmap

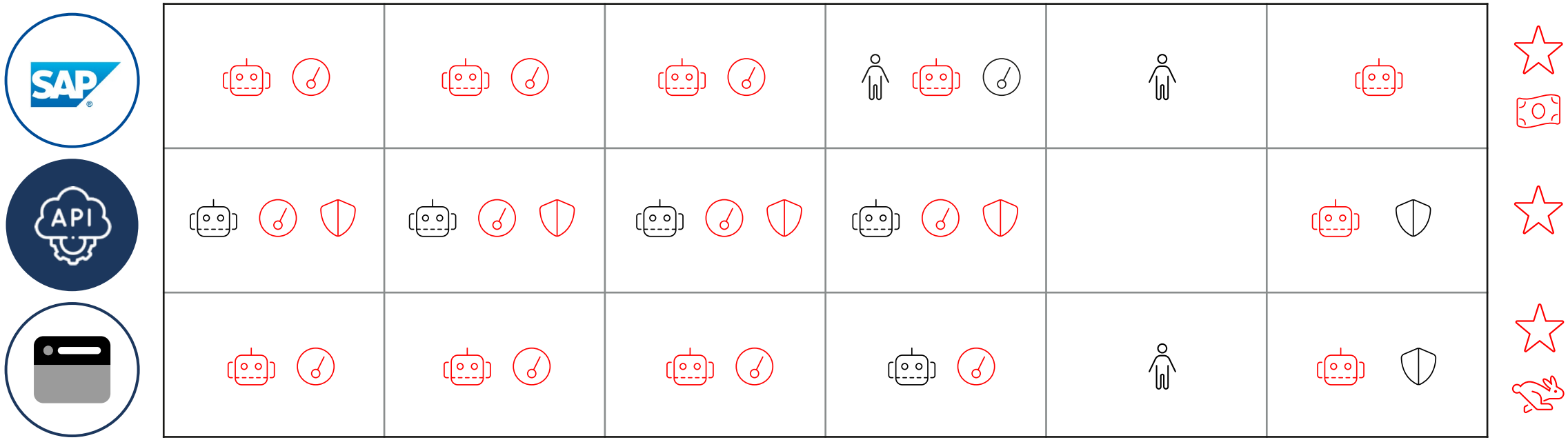
Create an actionable plan and backed by solid business cases

Identify the teams



Shift left/right where it makes sense

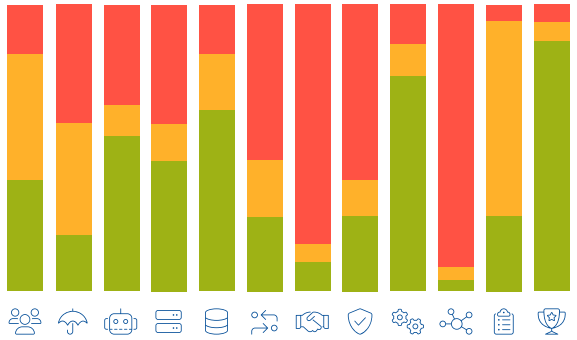




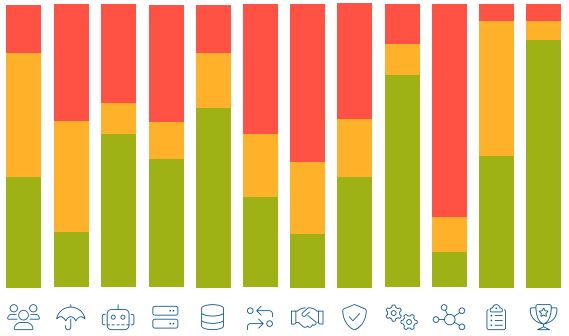
Manual testing Automation Performance Security

Define organizational goals

Maturity Goals



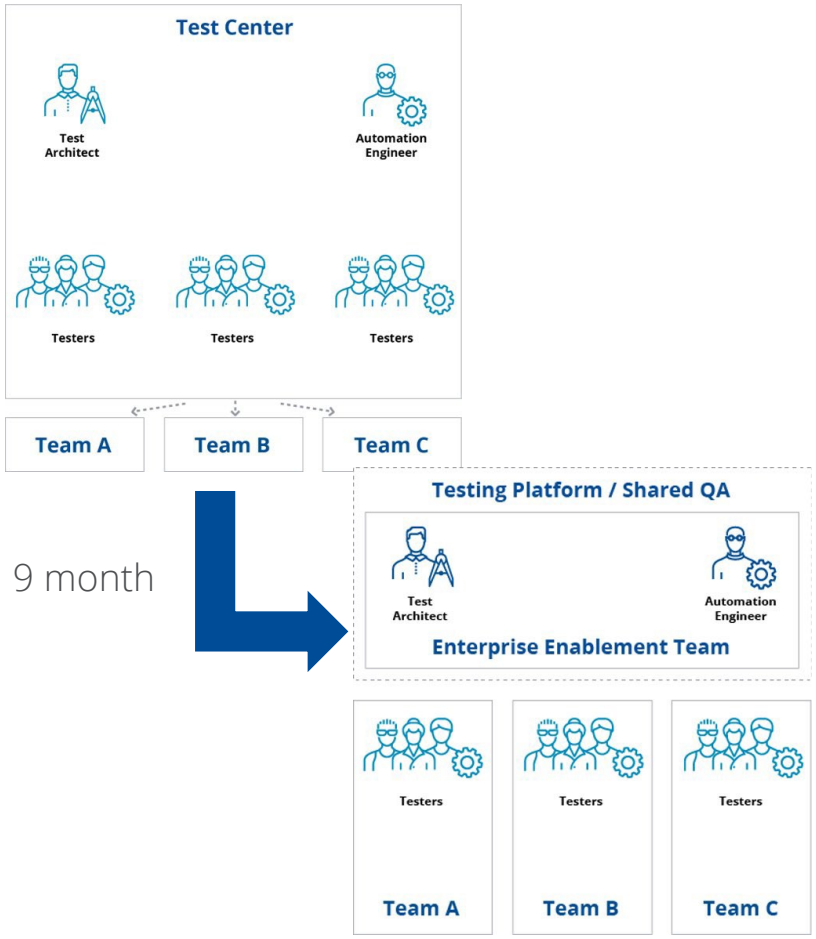
3 month



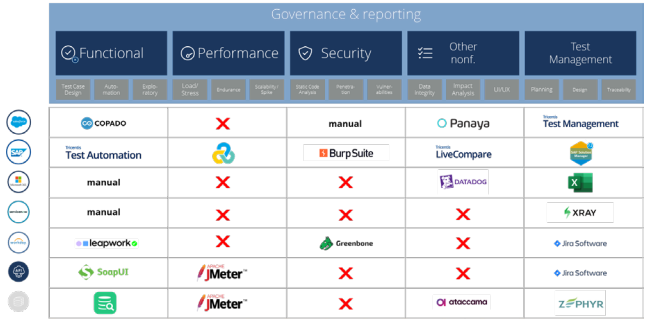
6 month

●●●

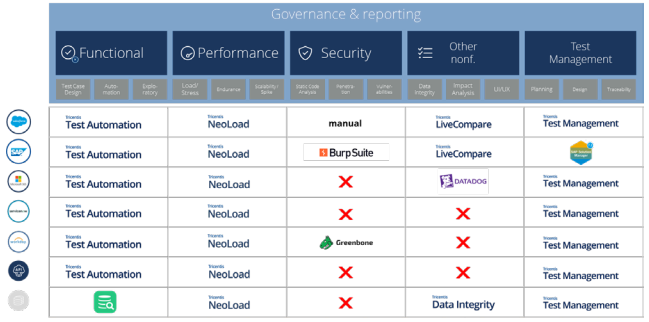
Organizational changes



Tools consolidation



3 month



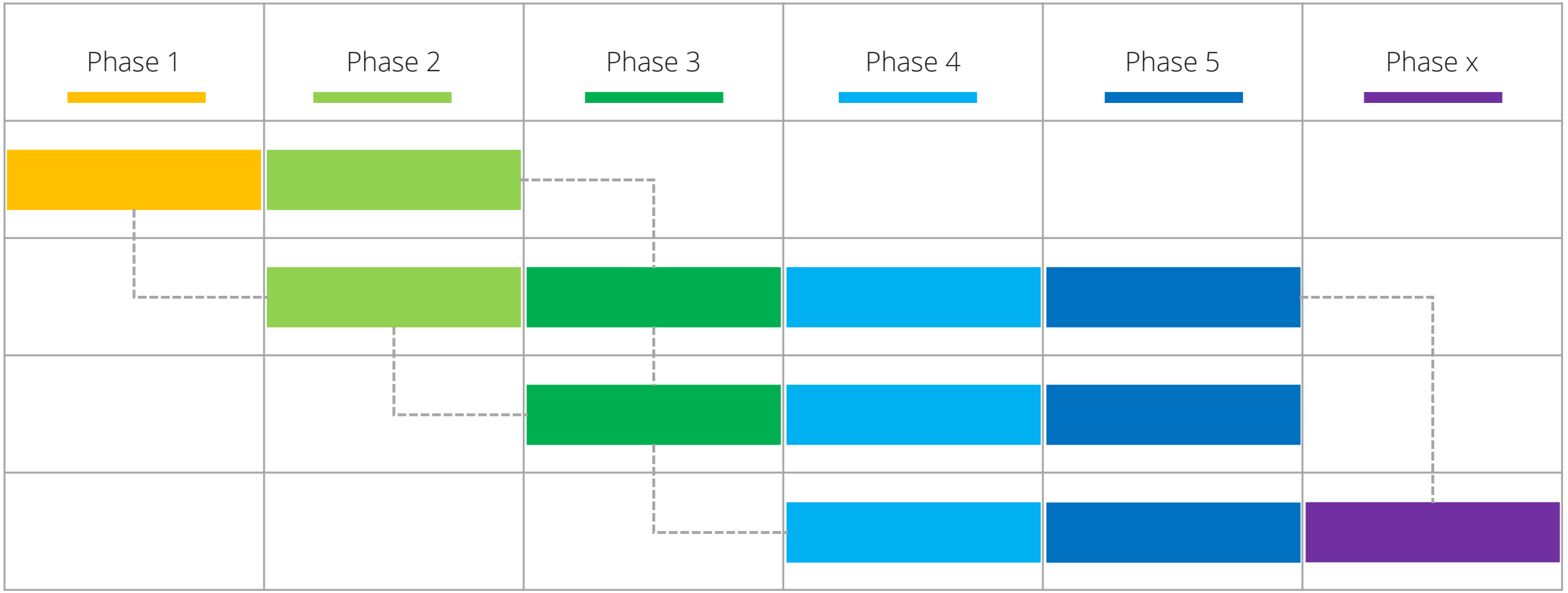
6 month

●●●

Build a roadmap with aligned deliverables

Aligned deliverables

Clearly defined goals



2

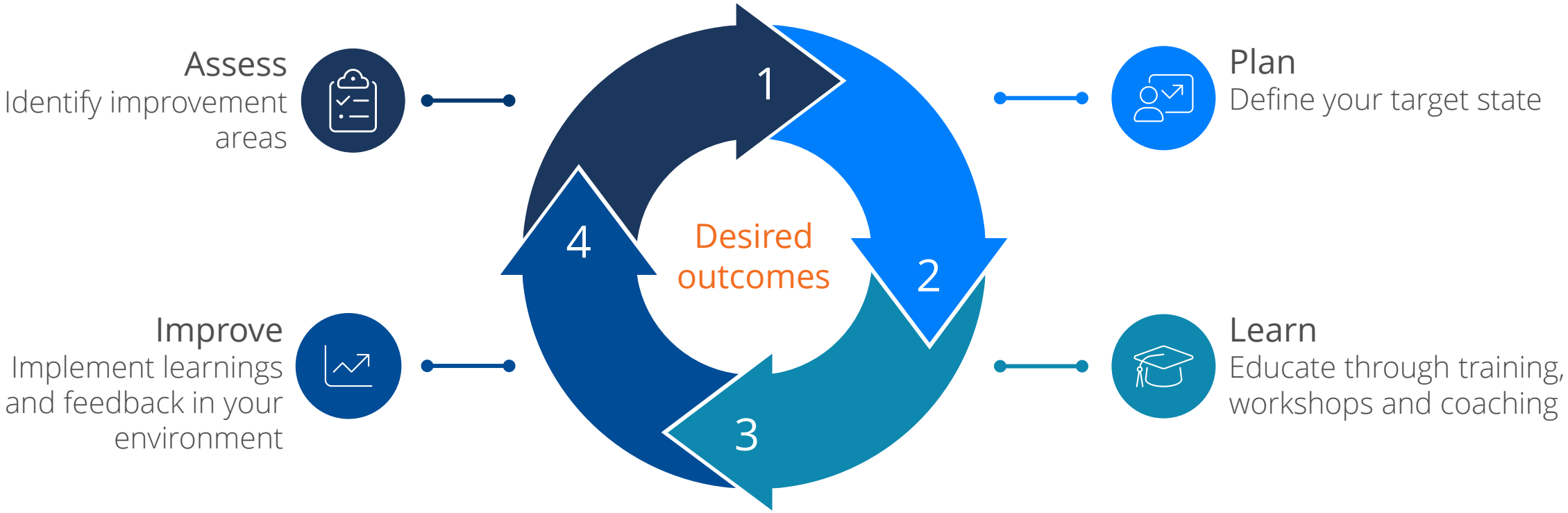
Establishing a path to success

A significant challenge lies in constructing a roadmap that leads your teams and your enterprise to success.

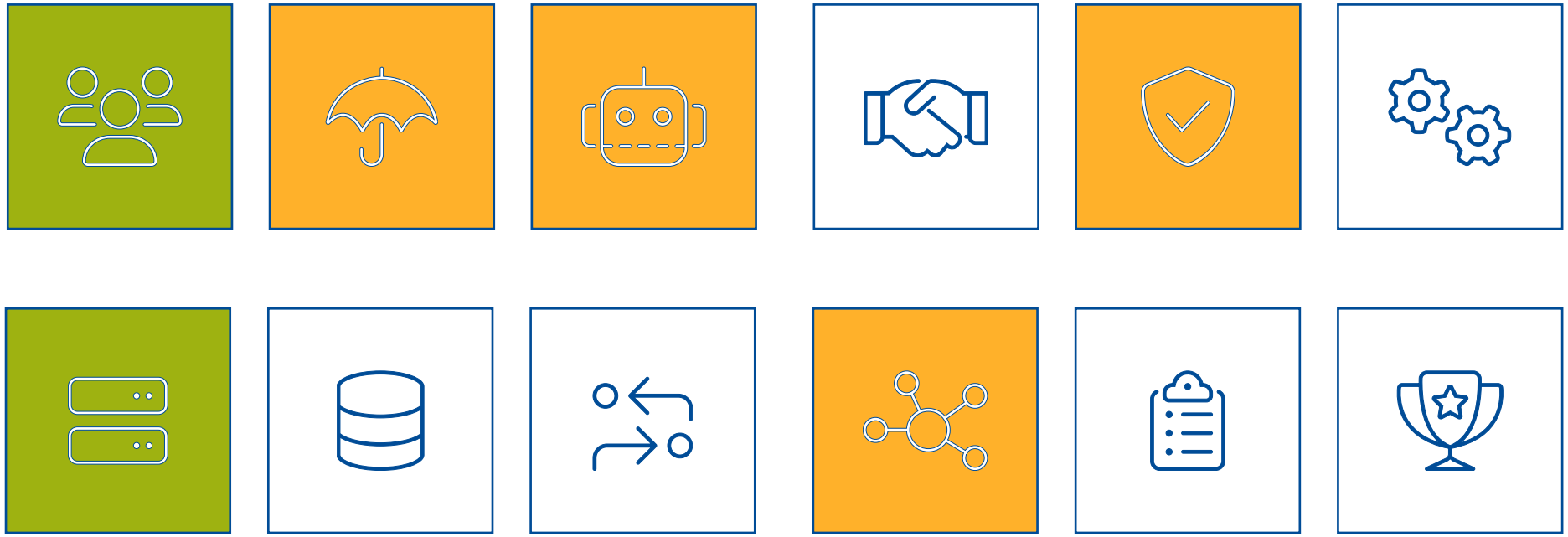
Success model

Driving adoption at the team level

Adopting new ways of working require a repeatable process to guide teams to success



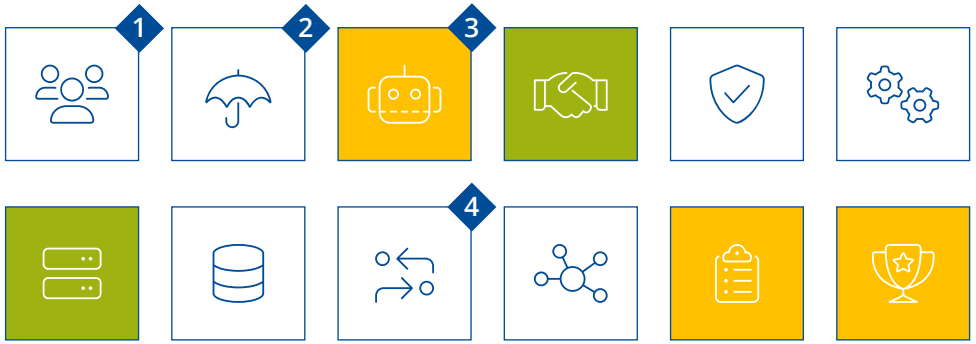
Assess your team's maturity in critical testing practices and identify strengths and gaps



Define short-, mid- and long-term goals

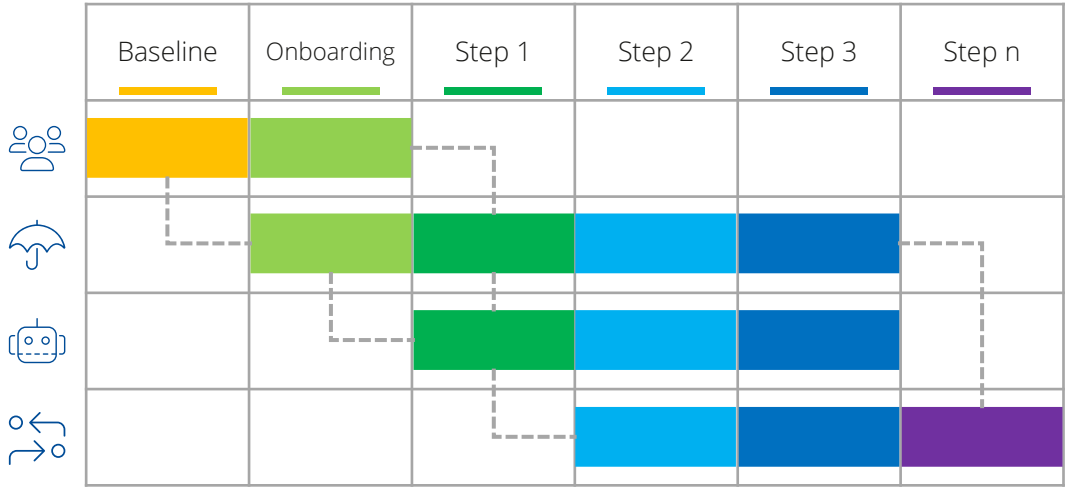
Objectives
Prioritize capabilities

Prioritize the capabilities to mature

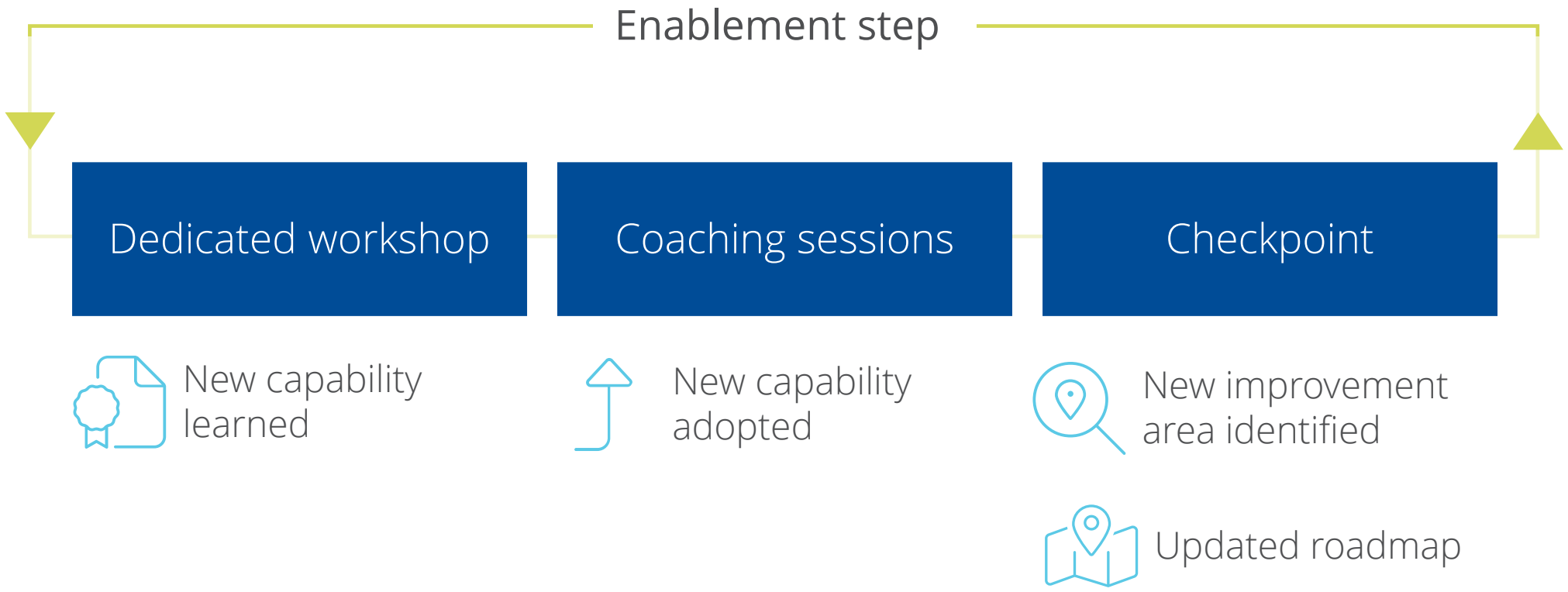


Step-by-step plan
Roadmap

Create a step-by-step plan based on prioritized capabilities

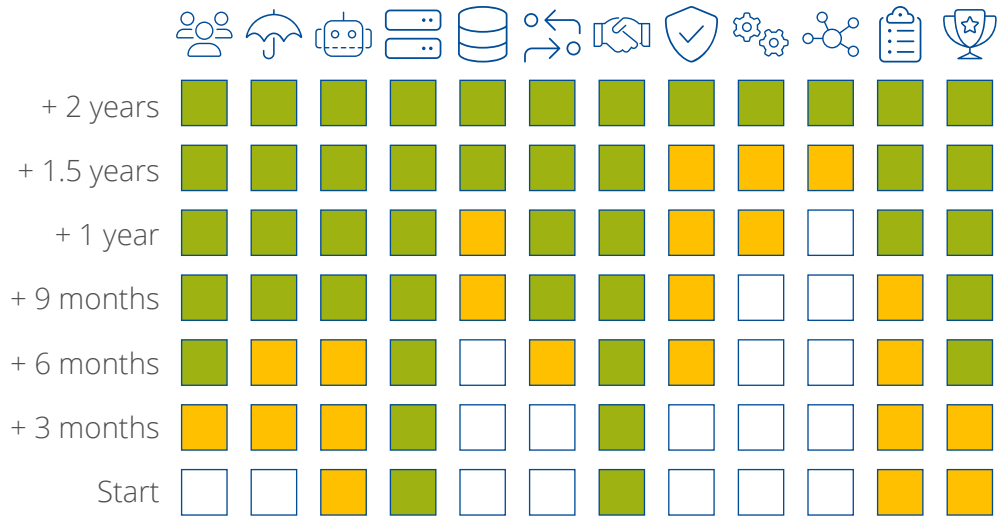


Adopt new **capabilities** step-by-step to **mature** your teams' **testing practice**.

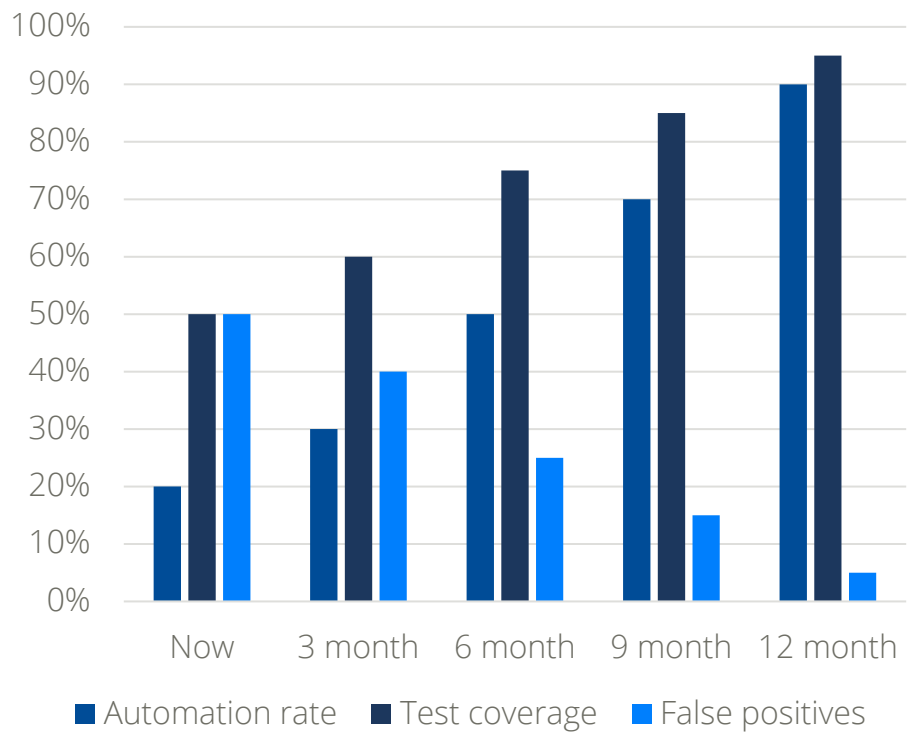


Track **adoption**, **maturity**, and **value** realized over time

Maturity over time



Adoption over time



Value over time

6 days → 1 day
Test cycle time

1 / month → 1 / day
Test runs

100 hours → 10 hours
Effort savings

3

Adoption at scale

Figuring out how to effectively and efficiently implement at scale across the organization is often a hurdle.

Adoption model

Apply the success model at scale

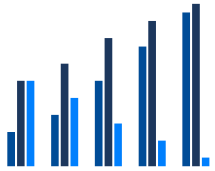
Setting up a “core” team responsible for onboarding teams and for ongoing support of testing practices

Identify Enterprise Enablement team

Identify teams to start

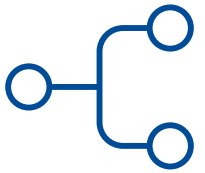
Implement the success model with initial teams

Train your enterprise enablement team



Create success stories

Share successes to create demand



Onboard new teams and expand capabilities

Identify gaps and benchmark teams for further improvement

Hybrid Operating Model

Of the Fortune 500 companies assessed,

35% had an

Enterprise Enablement Team

Looking deeper into the data, it was found that **Enterprise Enablement Teams fostered greater gains** in Automated CI, Automated CD, tool integration, cross team collaboration and testing shifted left.

	Has Enterprise Enablement Team		
	No	Yes	Improvement
Automated CI	17%	38%	2.2x
Automated CD	7%	16%	2.3x
Tools integrated	38%	78%	2.1x
Cross team collaboration	38%	84%	2.2x
Testing shifted left	17%	53%	3.1x

* based on assessment results at 85 Fortune 500 companies

Next Steps

Strategic advisors for your testing journey

Advisory services is a **year long engagement** aimed to provide guidance and enablement to advance your testing practices and **accelerate business outcomes**. Our mission is to set you up for **continuing success**.

Accelerate time to value with our best practices

Avoid common pitfalls by leveraging our expertise

Save time and resources by using proven solutions

Tricentis

Advisory Services

tricentis.com/customer-experience/advisory-services

Thank you

Questions?