

# Case Study



Radboud University



## Radboud University Standardized Their Oracle EBS Patching on Panaya CloudQuality™ Suite

### Challenge

Mark van Elferen is Functional Development Director at Radboud University. He and 8 other developers are responsible for the university's Oracle EBS system – including 4,000 users. Radboud makes use of almost all of Oracle's EBS Financials modules – Projects, Purchasing, Accounts Receivable, Payables, Payroll, Fixed Assets and others.

Radboud University's Oracle EBS team wanted to remain current with Oracle EBS patching. They follow Oracle's well known advice and patch their system twice a year. Their challenge was huge – when they updated their EBS, they had no way of knowing what was impacted.



We run regression tests each time, and have only 3 weeks to complete the patching project. Before Panaya, we didn't even know what to test first."

**Mark van Elferen**  
Functional Development  
Director, Radboud University

### Solution

Mark and his colleagues first ran into Panaya at a presentation in Belgium. The Radboud team was impressed and decided to give Panaya CloudQuality™ Suite a further look. After a few phone calls and a live demo, Radboud University decided to standardize their Oracle EBS patching on Panaya CloudQuality™ Suite.

Radboud began working with Panaya in November 2014, analyzing hundreds of new Oracle EBS patches. Their first experience with Panaya was a success.

They gave Panaya CloudQuality™ Suite a second go in June 2015 and again in November 2015.

## Panaya CloudQuality™ Suite Benefits

Radboud University experienced a clear-cut ROI in effort from Panaya.

- 1 | Reduction in the use of testing capacity 30% (functional development and key users)
- 2 | Reduced the necessary post patching efforts by 30% (application and functional development)
- 3 | Reduced business risk often caused by instability

According to Mark van Elferen, "Panaya CloudQuality™ Suite was very effective. It pointed out exactly what to test. We do this on the first of our 3 week patching projects. We called in our key users and told them, "We need you for just one day." They were pleased, to say the least.

The Panaya dashboard let us see the testing progress in real time. It was a very efficient patching and testing process for us.

We knew exactly what was changed. Panaya CloudQuality™ Suite lowers the risk inherent in Oracle EBS patching projects."

### Bottom line

Panaya CloudQuality™ Suite allows Radboud University to successfully complete their bi-annual patching projects on time and with zero critical issues.

**About Radboud University** | Radboud University is a public university with a strong focus on research located in Nijmegen, the Netherlands. It was established on 17 October 1923 and is situated in the oldest city of the Netherlands. The RU has seven faculties and enrolls over 19,900 students. It was internationally ranked 156th by the QS World University Rankings.



With Panaya, organizations can accelerate application change and continuous delivery of innovation. Panaya provides cloud

based test management, test automation and application lifecycle management solutions that ensure collaboration between Business and IT. Enabling faster release velocity while ensuring quality, Panaya delivers an optimized user experience with end-to-end visibility of the application lifecycle. Since 2008, 1,600 companies in 62 countries, including a third of the Fortune 500, have been using Panaya to deliver quick, quality change to enterprise applications.

[www.panaya.com](http://www.panaya.com)



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