

Case Study



OTTO Office Replaces SAP SolMan With Panaya and Reduces Change Delivery Project Timeline by 2 Months

Since 1994, OTTO Office GmbH & Co KG retails office supplies, communications technology, and office furniture for small and medium-sized companies. OTTO Office is part of Hans R. Schmid Holding AG. One of the largest online B2B office supply sellers in Germany, OTTO Office and their subsidiary in Belgium offer around 35,000 products via their catalogue online store.

Challenge

OTTO Office SAP EHP4 to EHP7 SPS11 upgrade project was driven by both a business initiative to enhance return processing and a vendor push. It was the first ever major SAP upgrade for OTTO Office. Initially they had planned to use SAP Solution Manager (SolMan). However, the implementation of the SolMan-specific tools failed, despite being supported by an external consultancy.

As it was their first big upgrade, OTTO Office's first challenge was scoping. They did not have any idea or experience on what effort or risks to expect. "We couldn't risk a blind flight without instruments and needed to avoid a long halt in development" explained Ms Doris Martinen, IT-SAP Division Manager at OTTO Office.

Solution

To know what to expect, the Panaya solution provided the team at OTTO Office with transparency and foresight into the end-to-end project as early as during the planning phase. Additionally, with Panaya OTTO Office were able to reduce overall testing time and defect correction period.

Panaya Test Center delivered the combination of impact analysis and testing integrated on one platform. This helped OTTO Office document more consistently than ever before and achieve a 24-hour turnaround on test analysis. "It is very user friendly and easy to adopt" stated Ms Martinen. Finally, Extended Warehouse Management (EWM) and Supply Chain Management functionalities were additional drivers for choosing Panaya, as OTTO Office were planning an EWM upgrade in 2017.

Results

“At first we were concerned about the adoption of Panaya Test Center” said Ms Martinen. OTTO Office had implemented the open source tool Testlink just a few months prior, and were concerned that business users would be reluctant to accept another new tool.

However, as Ms Martinen stated, “most of the testers found that Panaya was much more user friendly and significantly more efficient, especially considering the automated documentation.” With Panaya Test Center, test cases were prepared end-to-end. OTTO Office gained project transparency and insights. “Panaya has helped us to execute the project methodically” said Ms Martinen. “The dashboard provided a progress overview and highlighted what was missing. With that insight, we were able to execute in a structured and methodical way.”

Thanks to Panaya, the OTTO Office team was able to deliver on time and with no critical issues after go-live. They estimate time saving on this project at 6-8 weeks. In addition to Panaya’s solution, Panaya’s customer success and support teams were instrumental to this success. They helped OTTO Office to adopt best practices and were rated responsive and valuable.

“Colleagues stated, that they’d never seen an EHP upgrade running so smoothly after the go-live” commended Ms Martinen. Panaya will now be used not only for all upgrades but also for all business-driven functional projects. An additional project in the Marketing department has already been delivered successfully using Panaya. “Panaya delivered what they promised and even exceeded expectations. The potential beyond a single large upgrade has already been fulfilled.” Ms Martinen added. “We will use Panaya Test Center for our ongoing changes. We are very satisfied.”

About OTTO Office | Founded in 1994 in Hamburg, Germany OTTO Office GmbH & Co KG retails office supplies, communications technology, and office furniture for small and medium-sized companies. The company provides online, catalog, and mail-order retail of recyclable office furniture, paper products, and energy-saving technology equipment. It is part of Hans R. Schmid Holding AG and one of the largest B2B online sellers for office supplies in Germany. OTTO Office and their subsidiary in Belgium offer around 35,000 products via their catalogue and online store.



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