

Case Study



The International Air Transport Association (IATA) Saves over 50% of Testing Time and Effort with Panaya

Challenge

IATA embarked upon an EHP upgrade in 2016, while simultaneously juggling ongoing SAP maintenance and daily testing needs. Their primary pain point was delivering change to their SAP system, while organizing and documenting all business processes and test evidence into a single, reusable repository. Lacking a standardized testing tool, application changes for business process updates were deemed complex and tedious. With change so inherently business-driven, it became increasingly difficult to continue to rely on difficult to manage and monitor Excel and Word files housing change requests and test planning and execution.

Adding to the complexities, as an audit compliant organization, IATA business users are required to cover all business scenarios. To coordinate between the hundreds of business users spread across the globe, IATA managed UAT with dedicated in-person gatherings, flying in relevant stakeholders from across the globe. Finally, without a centralized platform to manage and view testing status, application change delivery and testing was considered both costly and time consuming.



Panaya Test Dynamix is great. We have a lot of flexibility to play with scripts; workflow is simple, and no other tool provides impact analysis within SAP. I'm truly sold on the tool"

Razvan Calin
SAP, CoE Manager at IATA

Solution

IATA selected Panaya as their central testing solution, onboarding over 100 business users and 6 consultants within 3 months. "From the very beginning, we found Panaya Test Dynamix to be an easy to use tool," said Razvan Calin, SAP CoE Manager at IATA.

With so many non-technical stakeholders involved in the testing process, Panaya Test Dynamix answered IATA needs by offering a solution which is designed for both technical and non-technical users. Built-in notifications and real-time dashboards provide full test visibility and tracking at the test and business process level. "Our business users work really well with Panaya," said Razvan, "built-in notifications really help us manage the testing process." In addition, Panaya Test Dynamix is audit-ready, so documentation ensures compliance with all internal and external quality standards.

Release Dynamix (RDx), Panaya's Enterprise Agile Delivery platform, has also been recently adopted by IATA supporting requirement and release management. RDx enables IATA's dispersed teams to sync around the release scope as they gain a comprehensive view into the delivery risk and quality, while factoring in scope, time, and quality. As a result, teams can further map tests and defects to business change requests and development requirements, reducing time and increasing quality and business assurance for all SAP change.

Results

With more than 2000 tasks at hand, IATA successfully upgraded from EHP5 to EHP8, on-time and under budget. Using Panaya, IATA shortened project duration and effort by over 50% (2,394 to 1,139 hours - savings of 1,255 hours) while reducing business disruption in comparison to a traditional project.

Using Panaya Test Dynamix for all daily functional testing needs, IATA have also built their test library within Panaya. The test library is maintained daily, managing the needs of both Business and IT requirements from within.



We have also started using Panaya Release Dynamix for releases and looking ahead, the upcoming integration with our Salesforce solution- will be a huge advantage for us."

Razvan Calin
SAP, CoE Manager at IATA

About IATA | The International Air Transport Association is the trade association of the world's airlines. It represents some 280 airlines comprising 83% of global air traffic.



Panaya, an Infosys company, enables organizations to accelerate application change and continuously deliver innovation with its Enterprise Agile Delivery Platform. Panaya provides cloud-based application delivery, and testing solutions that ensure collaboration between Business and IT. Enabling enterprise agility with faster release velocity and uncompromising quality, Panaya delivers an optimized user experience with end-to-end visibility of the application lifecycle. Since 2008, 2,000 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