Panaya

MSA:
FROM INFORMED GUESSES TO FULL VISIBILITY

Panaya's time-saving change intelligence transformed the way MSA conducts testing – all across the globe

MSA
The Safety Company

CUSTOMER PROFILE
Manufacturer

WEBSITE
www.msasafety.com

LOCATION
Global

NEED
- Faster testing
- Test scenario library
- Remote, global testing
- Testing precision

THE IMPACT
- 50% faster SAP upgrades
- Zero major issues at go-live
- Global parallel testing
- Coordination among hundreds of users
- Extensive testing scenario library
- Automatic and complete documentation
- Targeted testing

ABOUT MSA

MSA Safety Incorporated (MSA) is a recognized global leader in development, manufacture and supply of personal and infrastructure safety products. The company's comprehensive product line is used by workers around the world in a broad range of markets, including the oil, gas and petrochemical industry, the fire service, the construction industry, mining and the military. The MSA organization employs approximately 5,000 people worldwide, with headquarters in Cranberry Township, Pennsylvania, manufacturing operations in the United States, Europe, Asia and Latin America, and more than 40 international locations.

THE CHALLENGE

MSA manages a large amount of its global business in SAP ERP, across its subsidiaries and affiliates. The company carries out full organization-wide SAP upgrades roughly every two years. This entails absorbing many changes that can impact an array of customizations and Z programs.

MSA had no tool to effectively manage testing or a test library of scenarios to which to refer. The company's Global SAP team essentially had to start from scratch every time for SAP scaling, upgrading and testing.

Martina Hahn, MSA's Executive Director for Global SAP, further noted that "we depended on informed guesses regarding what needed to be tested. Then we over-tested in some areas and under-tested in others."

They even found themselves dependent on Excel spreadsheets for managing many of these processes, which became extremely cumbersome and time-consuming.

In addition, like many global companies, MSA had to quickly adapt to the "new normal" ushered in by the Covid-19 pandemic. Managing large, global SAP projects when employees are widely dispersed and working from home posed novel logistical challenges for the company.

"With Panaya Test Dynamix, project duration is much shorter, accuracy is much higher, and we've had no major issues at go-live."

Martina Hahn, Executive Director for Global SAP

THE SOLUTION

"I was very surprised by how user-friendly the Panaya tool is," Martina said, "and how it was able to really meet our needs."

As a cutting-edge AI-enhanced solution, Panaya Test Dynamix combines cross-functional IT and business process testing with smart change analysis in one platform.

Large, global and simply SaaS

Test Dynamix is a centralized, intuitive SaaS solution. As a result, MSA can quickly onboard users and manage global projects, including defect management, tracking daily successes, and automatic documentation for audit purposes.

Thus far, MSA has used Panaya Test Dynamix for over 100 SAP rollout and upgrade projects in more than 25 countries, with testing teams of up to 250 people at a time. Typically, two or three SAP rollouts are managed simultaneously.

After several years of successful testing projects, MSA has also built up an extensive library of testing scenarios that have proven very valuable for streamlining both large and small projects (such as localized reorganizations).

Zero risk with smart insights

Panaya's change analysis technology helps simplify MSA's SAP upgrades with risk-based change analysis. As Martina noted, "Detailed reports point you directly toward what you really need to test, which has enabled us to upgrade much faster."

But effective change analysis is more than just narrowing down the scope of testing, it is also comprehensively identifying everything that needs to be tested. The MSA team was "actually surprised by some of the things Panaya's analysis tool recommended we test. But those tests averted major problems when we went live."

Seamless business-centric testing for all

"For both the business and IT user community, Panaya Test Dynamix is seamless and easy to use," Martina said, "as it provides a self-contained testing environment, for a flowing end-to-end process."

An internal workflow automatically alerts the next tester in line when a testing task is complete, providing the information they need. Defects are also managed in the same system, with "much better guidance for programmers on what needs to be done," Martina said. Once the defect is resolved, the retesting workflow is automatically triggered.

Faster testing and flawless outcomes

With the targeted testing and end-to-end management features of Panaya Test Dynamix, MSA saw immediate benefits:

- Testing in parallel across several countries.
- Coordination among a large number of users.
- SAP upgrades completed up to 50% faster.
- No major issues at go-live in any SAP upgrades.
- Automatic and complete documentation.

A challenge becomes an advantage

When Covid-19 hit, Panaya Test Dynamix made it possible to turn the logistical challenge of suddenly going 100% remote into an unparalleled advantage.

"Our work became more efficient," Martina noted, "as we could take full advantage of everybody's working day across multiple time zones. User acceptance testing can involve coordinated, rolling hand-offs among employees in different continents, with clear, real-time information on test progress. Whenever a defect or bottleneck is detected anywhere, we can react to it quickly. All of which means we are able to complete testing in a relatively short period of time – something we could not have done without Panaya."

○ Panaya

Panaya enables organizations to accelerate application change and continuously deliver innovation with its Change Intelligence 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 2006, 3,000 companies in 62 countries, including a third of the Fortune 500, have been using Panaya to deliver quick quality change to enterprise ERP & CRM applications.

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