

# MLGW: HOW ORACLE PATCH AND UPGRADE TESTING CAN FLOW LIKE WATER



## CUSTOMER PROFILE

Utilities

## WEBSITE

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

## LOCATION

Tennessee

## NEED

- Standardized documentation
- Accurate, precise testing
- Efficient testing workflow
- User testing engagement
- Business continuity

## THE IMPACT

- Automated defect management reports
- Easily reproduceable business-specific tests
- Increased cost-effectiveness
- Real-time visibility into testing status
- Master test repository with over 17,000 steps
- Self-motivated testers
- Leveraged documentation for training purposes

## ABOUT MEMPHIS LIGHT, GAS AND WATER

Memphis Light, Gas and Water (MLGW) is the largest US three-service municipal utility, serving more than 439,000 customers across Shelby County, Tennessee. Established in 1939 and owned by the City of Memphis, MLGW provides electricity, natural gas, and water to the public guided by five core principles: safety, integrity, ownership, inclusion, and compassionate service. The company employs 2,500 people, including an ERP team of 45 in-house employees and external consultants.

## THE CHALLENGE

For business management (finance, inventory, asset management, user management, etc.), MLGW uses the full gamut of Oracle E-Business Suite applications. The ERP team is responsible for handling Oracle's periodic functionality upgrades, fixes and quarterly patches, as well as customizations and systems that integrate with the Oracle solutions.

MLGW does not have a dedicated testing team for assuring quality execution and functionality when such changes are introduced. Rather, the ERP team collaborates with end users from the relevant lines of business for testing on a project-specific basis.

Testing was being managed with spreadsheets, handwritten notes, and other informal manual measures, which proved to be very time-consuming and inefficient. Moreover, with the complexity of the Oracle suite, customizations and the integration of third-party solutions, it became increasingly necessary to be able to identify precisely which systems and processes would be impacted by any given change. Without that clarity, there was a risk of untested modifications causing disruptions to business continuity. Faced with these challenges, MLGW began searching for ways to improve both testing and test management.

*“Panaya is just a better way of managing testing.”*

- Jon Laman, ERP Manager



# THE SOLUTION

Jon Laman, ERP Manager for MLGW, learned about Panaya's Test Dynamix platform at a professional conference and was intrigued. A free trial, which was essentially a full change project plan provided within 48 hours, was a key element of MLGW's decision. Ultimately, however, the solution's comprehensiveness, streamlining and capability to manage change across real-world business processes involving both the Oracle suite and integrated customizations drove the decision.

The utilities company relies on Panaya's mapping and analysis of the relationships between their system's various objects, both custom and standard, to identify the precise impact of any change or patch on entry points, forms, processes and workflows. This enables efficient risk-based testing, including recommendations regarding which test scripts are best to run from the company's new master repository.

MLGW created a central repository, managed through Panaya Test Dynamix, of all their test scripts. With Panaya's "test box", the ERP team was able to upload tests that were only available in an Excel, Word or PDF file and automatically convert them into consistent test scripts in less than 48 hours. Any test in the repository can be easily assigned to the relevant end users.

Panaya Test Dynamix uses a "pass the baton" approach to testing, in which different steps in a test are assigned to specific business process owners. Each tester is automatically and proactively notified when it is their turn to begin testing, in accordance with a normal real-life workflow. Every step of the test is preserved by the Panaya Test Recorder, which runs in the background taking screenshots and tracking every tester keystroke.

## 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.

[Free Trial](#) | [LinkedIn](#) | [Twitter@Panaya](#) | [Facebook](#)

## Minimize risk and accelerate change

Panaya Test Dynamix has changed how MLGW carries out patch and update testing for their Oracle suite, with the effects felt across the organization.

- Time and effort saved by precise risk-based testing and prioritization, allowing a focus on what matters most.
- Short, one-time training sessions to onboard new business users for testing.
- Testers are fully engaged, as they can test independently during work hours. They are very satisfied with the automated notifications.
- Defect management is streamlined with automatic creation of highly detailed defects directly from the recorder, making it easy for the developer to make corrections, update the defect status and communicate back to the end user for retesting in a single, integrated management interface.
- Managers use the centralized dashboard for tracking users, tests, defects and test status in real time, as well as producing robust reports.
- Business users leveraged Panaya documentation to create workflow training guides.
- The centralized master test repository, used by multiple teams and projects, is massive, with over 17,000 scripts for use in regression testing, quarterly patch upgrades, and any other change management project.
- Business-critical continuity is ensured with accurate risk-based testing and high performance across the board.

## Beyond Oracle EBS

Having seen the benefits of Panaya Test Dynamix in the current Oracle environment, MLGW is planning to apply it more broadly across the organization. For starters, they will be using Panaya to manage their testing for Taleo, Oracle's talent-management software suite, with other applications yet to come.