

# ATTENTION IT & BUSINESS LEADERS

Smart Testing is crucial for securing your cross - application business processes



ORACLE<sup>®</sup> NETSUITE

SAP SuccessFactors 

ORACLE<sup>®</sup>  
E-BUSINESS SUITE



 BlueYonder

 **Manhattan**  
Associates

 **workday.**

**servicenow**

Cross-application testing of business processes is essential for the smooth operation of many organizations. These processes are typically complex and business-critical, involve activities and the exchange of data across different applications, and the coordination of activities across different teams and departments.

Maintaining the reliability and effectiveness of these processes is crucial for the success of your organization. If not tested properly, these process transformations can cause disruptions, even outright failures, and can lead to lost revenue, customer dissatisfaction, and damage to an organization's reputation.

However, there is good news! By prioritizing business process testing and implementing the right testing tools and techniques, you can identify and resolve any issues or risks that may arise and keep your organization running smoothly. This is a key step towards success in the digital age.

## **Surviving in the Digital Age:How Digital Transformation is Key to Enterprise Success**

In today's rapidly evolving digital landscape, digital transformation has become a vital component of any enterprise's survival strategy. As technology continues to advance and customer expectations continue to rise, organizations must adapt and innovate even faster, in order to remain competitive and relevant.

Digital transformation involves the incorporation of digital technologies into all areas of an organization, from internal processes and operations to external customerfacing activities. It allows organizations to streamline their operations, increase efficiency, and improve the customer experience.



# Cross-Application Business-Critical Processes

## Keep Your Organization On-Track

Digital transformation has led to increasing reliance on best of breed applications to improve efficiency and agility. The consequence is that multiple applications are now interconnected within a single business process. As a result, it is important to ensure these processes are thoroughly tested to guarantee their reliability and effectiveness.

Cross-application, business-critical processes refer to processes that span multiple business applications and are essential for the smooth operation of an organization.

Some examples in manufacturing enterprises might include:

- 1 Production Planning and Scheduling:** The integration of data from multiple systems, such as an enterprise resource planning (ERP) system, a manufacturing execution system, and a quality management system.
- 2 Supply Chain Management:** The coordination of activities across multiple systems and applications, such as a procurement system, a transportation management system, and a warehouse management system.

In large retail companies, business-critical processes might include:

- 1 Order Fulfillment:** The coordination of activities across various systems and applications, such as an e-commerce platform, a warehouse management system, and a shipping and logistics application.
- 2 Inventory Management:** The integration of data from multiple systems, such as an inventory management system, a point-of-sale (POS) system, and a customer relationship management (CRM) system.



## Order-to-Cash, The Trusty Bridge Between Your Company and Your Customers, Makes an Excellent Case

In the business world, trust is everything. And when it comes to the relationship between enterprises and customers, the Order-to-Cash (OTC) process is all about building and maintaining that trust.

OTC is a business process that involves the completion of a sales transaction, from the initial order placement to the final payment. In the context of cross-application testing and business critical processes, OTC may involve the integration of data or information between multiple systems or applications to facilitate the smooth completion of the sales transaction.

When a customer places an order with your company, they're trusting you'll deliver on your promise of goods or services, and you'll handle their payment and personal information with the utmost care. Ensuring the reliability and effectiveness of the OTC process is critical for the smooth operation of an organization. Disruptions or failures in this process can lead to lost sales, customer dissatisfaction, and damage to the organization's reputation.





Many in-house systems, as well as satellite applications and third-party logistics system (3PL) may be involved in an OTC cycle:

- 1 E-commerce Platform:** e-commerce platforms such as SAP Commerce Cloud, Salesforce Commerce Cloud, or Magento are used to facilitate the sale of products or services online. They may store customer information, order details, and payment details.
- 2 Warehouse Management System:** Warehouse management systems such as Blue Yonder, Manhattan Associates, SAP WM or Oracle WMS are used to manage the storage and movement of inventory within a warehouse. They may store data on inventory levels and location, as well as information on the status of orders.
- 3 Payment Gateway:** Payment gateways such as Stripe, CyberSource, or PayPal are used to process online payments. They may store data on payment details, such as the payment method and the amount paid.

To ensure the reliability of the OTC process, organizations may need to conduct thorough testing and quality assurance across all steps and stakeholders.



# Simplifying OTC Testing with a Single Test Management Platform

OTC is a central process for a business. It involves key sub-processes such as sales order management, order fulfillment, billing, credit management, and cash collection. To ensure orders are delivered on time and payments are collected quickly, it is crucial to have systems and processes in place that provide visibility into the OTC process and allow for the tracking of orders at every stage. Any errors in the process can lead to inefficiencies that drain capital and resources.

User Acceptance Testing (UAT) is an essential test phase, as it helps to ensure the cycle is functioning correctly from the perspective of the end user.

Simplifying the testing of OTC processes can be a challenge, as it involves the coordination of multiple departments, teams, and applications. However, with the right tools and approach, it is possible to streamline this process and ensure the reliability and effectiveness of changes being made to your OTC cycle.

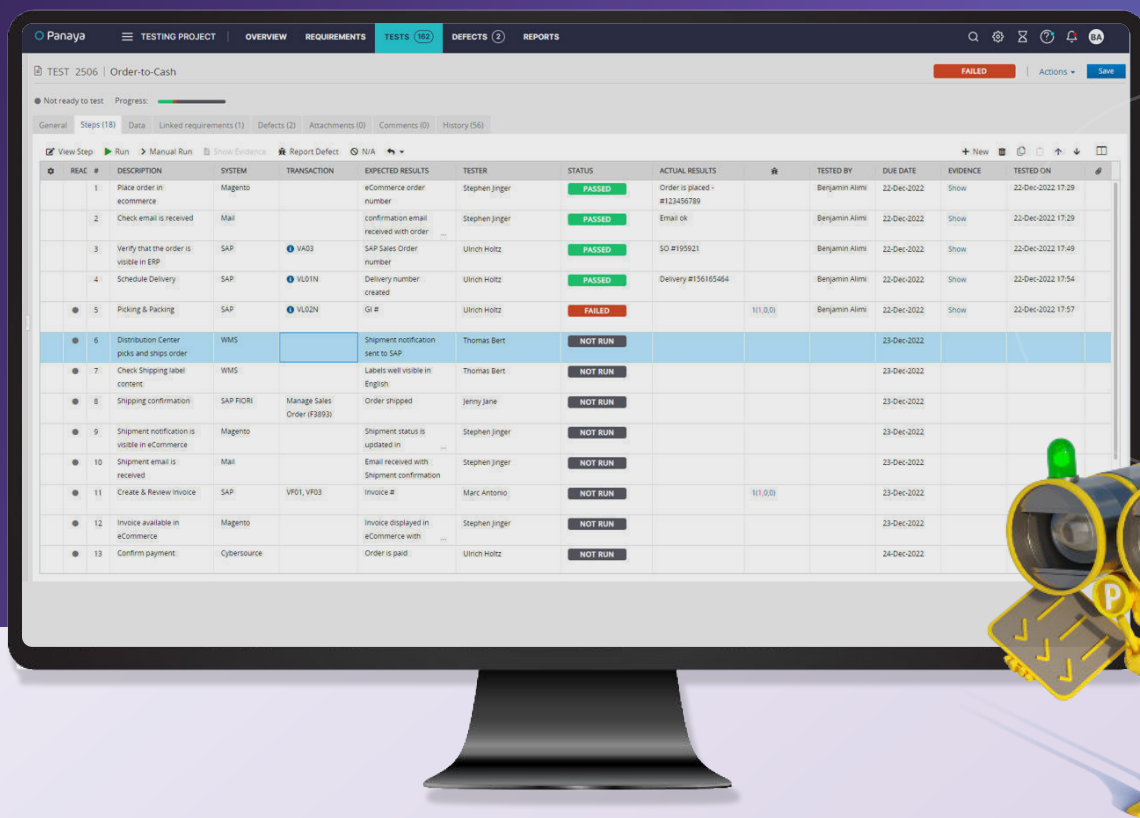
One effective solution could be using a single testing platform that allows you to easily manage all aspects of OTC testing, from order management to payment, fulfillment, shipment, invoicing, and accounting. With this platform, you can:

- 1 Plan all steps of each business process meant to be tested.
- 2 Assign each step to the relevant team, department, or business user.
- 3 Add details about the application to be tested, including the transaction or screen, the data to be used, and the expected result of each step.
- 4 Automatically document each tested step, regardless of the application being tested. This may include ERP systems such as SAP ECC or S/4HANA, e-commerce platforms like Magento, CRM systems like Salesforce, and WMS systems like BlueYonder or Manhattan Associates.
- 5 Facilitate collaboration between all users involved in the testing process to ensure things are moving forward in an optimal manner.
- 6 Monitor the testing progress and address bottlenecks in real-time.

# Streamline Cross-Application Testing with Panaya: Minimize Risk and Ensure Flawless Operations

Cross-application testing is a complex task that requires a thorough understanding of all impacted systems and applications. It is essential to choose a testing tool that aligns with the way your organization operates and that can support the testing of end-to-end business processes, hence, securing a risk mitigation and resource optimization.

**Panaya Test Dynamix**, an AI-enhanced collaborative testing platform that combines cross-functional business process testing with smart change analysis, can be particularly valuable in this regard. It can help to reduce testing time and resources by 85%, improve user acceptance testing by mirroring end-to-end scenarios in a collaborative testing workflow, and automate business process testing documentation.



TEST	REACT	DESCRIPTION	SYSTEM	TRANSACTION	EXPECTED RESULTS	TESTER	STATUS	ACTUAL RESULTS	TESTED BY	DUE DATE	EVIDENCE	TESTED ON
1		Place order in e-commerce	Magento		eCommerce order number	Stephen Jinger	PASSED	Order is placed - #123456789	Benjamin Alimi	22-Dec-2022	Show	22-Dec-2022 17:29
2		Check email is received	Mail		confirmation email received with order	Stephen Jinger	PASSED	Email ok	Benjamin Alimi	22-Dec-2022	Show	22-Dec-2022 17:29
3		Verify that the order is visible in ERP	SAP	VA03	SAP Sales Order number	Ulrich Hottz	PASSED	SO #195921	Benjamin Alimi	22-Dec-2022	Show	22-Dec-2022 17:49
4		Schedule Delivery	SAP	VLD1N	Delivery number created	Ulrich Hottz	PASSED	Delivery #156165464	Benjamin Alimi	22-Dec-2022	Show	22-Dec-2022 17:54
5		Picking & Packing	SAP	VLD2N	GI #	Ulrich Hottz	FAILED	1/1, 0/0	Benjamin Alimi	22-Dec-2022	Show	22-Dec-2022 17:57
6		Distribution Center picks and ships order	WMS		Shipment notification sent to SAP	Thomas Bert	NOT RUN			23-Dec-2022		
7		Check Shipping label content	WMS		Labels well visible in English	Thomas Bert	NOT RUN			23-Dec-2022		
8		Shipping confirmation	SAP Fiori	Manage Sales Order (F3893)	Order shipped	Jenny Jane	NOT RUN			23-Dec-2022		
9		Shipment notification is visible in eCommerce	Magento		Shipment status is updated in	Stephen Jinger	NOT RUN			23-Dec-2022		
10		Shipment email is received	Mail		Email received with Shipment confirmation	Stephen Jinger	NOT RUN			23-Dec-2022		
11		Create & Review invoice	SAP	VF01, VF03	Invoice #	Marc Antonio	NOT RUN	1/1, 0/0		23-Dec-2022		
12		Invoice available in eCommerce	Magento		Invoice displayed in eCommerce with	Stephen Jinger	NOT RUN			23-Dec-2022		
13		Confirm payment	Cybersource		Order is paid	Ulrich Hottz	NOT RUN			24-Dec-2022		

[Click to learn more](#) about how Panaya Test Dynamix can help solve cross application testing challenges.