Panaya

ARAUCO'S GLOBAL SCOPE JOURNEY - S/4HANA CONVERSION FOLLOWED BY AN S/4HANA UPGRADE 1809 TO 2022: A DOUBLE TAKE SUCCESS STORY WITH PANAYA

ARAUCO.

CUSTOMER PROFILE

Manufacturer

WEBSITE

https://Arauco.com/

LOCATION (HQ)

Chile

THE NEED

- Testing and defect remediation solution for the project team and key business users
- Unified platform for planning and monitoring of upgrade corrections, with testing and defects
- A conversion cockpit that automatically generates a work plan, allowing for visibility on all levels of project activities and team assignments

PANAYA'S IMPACT

- Saving time and effort to re-deploy custom test cases into Panaya
- Plan and monitor testing activity along with automatically generated documentation
- Defect remediation with team collaboration under a guided workflow is vital to improve efficiency with consultants and key users
- Assessing the impact of an upgrade to better plan on current business processes
- Remediation tasks for the upgrade were automatically generated and readily available for scoping by the project team
- Repetitive validation of code remediation

ABOUT ARAUCO

Arauco is a global forestry manufacturing company with a wide range of products, including wood pulp, sawn timber, and panels. With headquarters in Chile, they operate in over 70 countries, notably in Brazil, Mexico, USA and Canada, along with more than 40 production facilities.

Their focus is on sustainable forestry product solutions that capture and store carbon dioxide (CO_2), replacing production of fossil-based materials and energy, while committing to customer success through innovation and teamwork. Arauco has grown to become the second largest wood panel producer in the world.

THE CHALLENGE

Arauco first embarked on a S/4HANA conversion in 2019, to meet the growing demands of their business.

The company needed a more robust testing platform for continuous testing. The company wanted to mitigate difficulties in tracking the testing progress and deal with defects more proactively to accomplish the deadlines

Arauco wanted a platform with acceleration capabilities with user-friendly testing that could be used by key business users, regardless of their geographical location.

The time to upgrade came in 2023, so technically Arauco upgraded from 1809 to 2022, which embedded a significant scope of work.

Senior management at Arauco wanted the upgrade along with additional features, to be delivered in less than six months (before year's ends), with nearly zero downtime, aiming to minimize disruption to the business.

As the company has grown since the implementation went through, the outreach of the project was still global but with a larger scale. Consultants and business users are located in six different countries and time zones, on all continents. Remote efficiency to deliver was the key challenge here.

"We always relied on Panaya for our large projects, such as this upgrade. It brings numerous acceleration opportunities. It was also ideal as project cockpit due to the complexity, diversity and global coverage of our business."

Miguel C. Smith – SAP Architecture, Arauco

THE SOLUTION

Panaya was chosen firstly to assist Arauco's brownfield project testing. The testing application was easily accessible to all key business users, consultants, project leaders and members, in order to collaboratively perform their tasks at their respective geographical locations.

Panaya's testing platform was also utilized to coordinate the teams´ schedules, when delivering tests and resolving defects for functional post go-live projects. Panaya remained the sole testing platform after the S/4HANA implementation.

Later, the S/4HANA upgrade acceleration benefited from tests previously generated in Panaya. With all business processes available, it was simple to devise the upgrade testing plan of business processes from their library.

In addition, with this testing library in place, Panaya automatically identified the potential impact on its code components through an upgrade analysis from the existing code in the productive system.

Arauco enjoyed Panaya's full platform, comprised of remediation and testing of components in the same repository. The S/4HANA upgrade remediation activities automatically generated for components from the productive system were carried out in tandem with testing on the same platform.

The technical team could prioritize, perform and monitor the pace of corrections of each specific component of the testing plan, making it easier to coordinate priorities with the testing team.

Panaya adds usage information of each impacted component, so it enables decisions for remediation and testing of the active ones in the productive system. Therefore, not only was the overall task of fixing and testing optimized, but ultimately Arauco released a clean core upgraded S/4HANA into production.

THE RESULTS

1. Easy access to a readily available repository of mature test cases generated across time.

2. Faster and easier, with less effort, to devise the upgrade testing plan, through re-utilization of test cases generated in Panaya.

3. Acceleration, less effort in scoping and planning the upgrade remediation. The team started from a baseline plan of fixes embedding pre-analysis with to-dos and code corrections of programs at line code level.

4. Panaya's proactive analysis empowered the project team to deliver the upgrade with more confidence, by amplifying visibility with cross-reference paths, thus reducing risk uncertainties for a safer upgrade.

5. The schedule of all deliverables of the conversion performed by technical experts, key users and consultants, and comprised of corrections and tests, was closely monitored on a daily basis.

LESSONS LEARNED

Overall, the use of Panaya allowed Arauco to significantly improve its testing process, resulting in better quality control and reduced risks.

Also, with de-scoping techniques, the amount of upgrade remediation tasks to perform was significantly reduced, with the pre-analysis provided by Panaya. The project team was able to scope out many tasks not required at all.

Testing and technical teams enjoyed more synergy, with cross visibility over common activities. They were able to find opportunities to save time when devising the testing plan, when the remediation plan with the elements to be tested were shared on the same platform.

ABOUT 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.