

TRANSFORMING OTC WITH SEAMLESS SAP & CROSS-APPLICATION TESTING



COMPANY PROFILE

Cleveland-Cliffs Inc. is the largest flat-rolled steel producer in North America, supplying the automotive, infrastructure, and manufacturing industries.

LOCATION

United States

WEBSITE

www.clevelandcliffs.com

NEED

- Large-scale SAP and cross-application testing for Order-to-Cash (OTC) integration
- Managing 400 users across IT and business teams
- Lack of visibility and control over testing and defect tracking
- Ensuring audit-ready compliance during a complex ERP transformation

THE IMPACT

- Project completed 40% faster than initial estimates, saving two years
- Full visibility and control over SAP and non-SAP testing
- Seamless UAT adoption and quick onboarding for multiple key business users
- Optimized defect management with structured tracking and faster resolution

THE CHALLENGE

Following the acquisition of ArcelorMittal USA, Cleveland-Cliffs faced the complex challenge of integrating two large organizations, particularly in the critical Order-to-Cash (OTC) process. The integration involved aligning SAP and non-SAP systems, ensuring seamless order entry, invoicing, and customer billing across both companies.

KEY CHALLENGES INCLUDED:

- Managing a large-scale ERP integration involving SAP and non-SAP systems.
- Coordinating cross-functional teams of 400 IT and business users.
- Ensuring visibility and control over testing processes during a three-year transformation project.
- Establishing a centralized platform for defect tracking and compliance documentation.

“Panaya gave us clear visibility and control across SAP and non-SAP testing, making what seemed like an overwhelming integration achievable within our timeline.”

— Cassie Ginter, Program Director, Cleveland-Cliffs



THE SOLUTION

To address these challenges, Cleveland-Cliffs leveraged **Panaya's Smart Testing Platform**, enabling a structured and efficient approach to managing their large-scale ERP integration.

- 1. Unified Testing Platform:** Panaya provided a single source of truth for all testing activities, helping to streamline collaboration between business and IT teams.
- 2. Cross-Application Testing:** The solution enabled seamless testing across SAP and non-SAP environments, ensuring system integration was smooth and error-free.
- 3. Gate Review & Compliance:** Panaya facilitated structured gate reviews with clear documentation and real-time tracking of issue resolution, supporting both audit and regulatory compliance.
- 4. Business & IT Collaboration:** The platform improved communication between technical teams and business users, reducing silos and increasing efficiency.
- 5. Defect Management & Reporting:** The integrated defect tracking and reporting capabilities eliminated the need for external tools, allowing end-to-end visibility and faster resolution of issues.

THE IMPACT

- **Optimized Project Execution:** The integration was completed within three years, significantly shorter than the estimated five years without Panaya.
- **Increased Efficiency:** Automated tracking and reporting reduced manual effort, allowing teams to focus on resolving critical issues faster.
- **Enhanced Visibility:** Real-time dashboards provided clear insights into project status, defect trends, and resource allocation.
- **Seamless User Adoption:** Panaya's intuitive interface allowed multiple key business users to onboard quickly with minimal training, ensuring smooth execution of UAT and post-go-live hypercare.
- **Audit-Ready Documentation:** The structured approach to tracking and compliance documentation simplified audits and regulatory reviews.

LOOKING AHEAD: EXPLORING TEST AUTOMATION

Given the success of Panaya's test management capabilities, Cleveland-Cliffs is now considering expanding its testing strategy to include **AI-powered test automation** for future projects. This would further optimize regression testing and enhance long-term efficiency.

CONCLUSION

By leveraging Panaya, Cleveland-Cliffs successfully managed one of its most significant integration projects, ensuring seamless alignment of order entry, billing, and invoicing functions. The company achieved a streamlined, efficient testing process with full visibility, faster issue resolution, and stronger collaboration between IT and business teams. As Cleveland-Cliffs continues to innovate, Panaya remains a trusted partner in ensuring quality and efficiency in enterprise testing.

ABOUT PANAYA:

Panaya, a SaaS-based company certified by SAP, Oracle, and Salesforce.com, offers an all-in-one platform for Smart Testing solutions and Change Intelligence tailored for ERP, CRM, and cloud business applications. Panaya accelerates and de-risks digital landscapes with AI-powered Test Automation, Test Management, and Impact Analysis. Panaya's focus on ease of use and an intuitive interface ensures seamless collaboration between business and IT, empowering business users and IT professionals to gain real-time visibility and control over their projects. This capability enables faster releases and continuous delivery of high-quality software. Since its founding in 2006, over 3,000 companies across 62 countries, including a third of the Fortune 500, have trusted Panaya to drive rapid, quality testing and change management in their enterprise business applications.