

QUALITY MANAGEMENT FOR SAP® APPLICATIONS

ENSURE YOUR NEW APPLICATION DELIVERS ON ITS PROMISE

Testing new software can be complicated and time consuming. With its comprehensive, automated functionality, the SAP® Quality Center application by HP increases testing speed, efficiency, and accuracy; lowers costs; and helps ensure your new application delivers the business results your company expects.

Provide Application Quality and Performance

These days, IT software applications form the lifeline that automates almost every important business process. To ensure the integrity of that lifeline, it is important to validate that your company's applications provide the quality, performance, and availability you need. A vigorous testing process helps you uncover any shortcomings prior to going live with a new application. At that early stage, the cost and effort related to fixing a problem will have minimal impact on your operations.

Implementing an application without testing it first is risky at best, disastrous at worst. For example, an untested application can run into problems during implementation that cause the project to go over budget. And when an application that hasn't been tested is implemented and doesn't deliver expected improvements, you are stuck with a very expensive mistake.

Although most IT organizations understand that quality testing is essential, they find it difficult to do correctly. Because many companies do not have the tools to automate repetitive testing processes, they must track projects manually via spreadsheets. But manual quality testing is a tedious, time-consuming, and error-prone process. And tight delivery deadlines mean that IT teams often do not have enough time to perform a thorough test.

To maximize application performance and quality, you need a disciplined approach to testing. You need an approach that is supported by tools and technologies that help quality teams organize their activities, automate where possible, and store and track results on a single platform. Equally important, you need an approach that lets you diagnose problems before they occur.

The SAP® Quality Center application by HP enables this kind of comprehensive and accurate testing. It eliminates the risk and uncertainty associated with upgrading and implementing SAP software applications by providing a consistent, repeatable process for gathering requirements, planning and scheduling tests, analyzing results, managing defects, and creating consolidated reports.

Rely on Comprehensive Automated Testing

SAP Quality Center is a single, Web-based application that provides every activity essential to quality management: requirements management; test planning, scheduling, and execution; defects management; and report generation. It offers these functions either as a stand-alone solution or integrated within a global quality environment or quality center-of-excellence environment. SAP Quality Center can be scaled down to manage the smallest project or scaled up to meet the heavy demands of an enterprise center of excellence.



The application enables efficient communication and collaboration among IT teams. Whether you are coordinating the work of many disparate quality assurance teams or working with a large, centralized center of excellence, you can rely on SAP Quality Center to enable quick, easy access to information across geographical and organizational boundaries.

SAP Quality Center provides several key functions:

Managing requirements –

Requirements-based testing keeps the testing process on track and measures the new application against your business needs. A requirements management component compares test cases to the application's functional requirements to help ensure traceability throughout the testing process.

A vigorous testing process helps you uncover any shortcomings prior to going live with a new application. At that early stage, the cost and effort related to fixing a problem will have minimal impact on your operations.

Scheduling and running tests – After they have addressed test design and development issues, your IT team members can begin testing. A test lab management component allows scheduled tests to run unattended during times when the IT system is in least demand. With SAP Quality Center, testing teams can easily emulate real-life busi-

ness processes as well as maintain and reuse tests.

Managing defects – Analyzing the defects of an application helps managers assess application readiness. A defect management component supports the entire defect life cycle, from detecting the problem, to assigning a resource to the defect, to fixing the defect and verifying the fix. Before a new defect is reported, SAP Quality Center checks the database for similar defects, eliminating the need for manual checking.

Generating reports – The testing process generates huge amounts of data. Customizable graphs and reports in SAP Quality Center help users analyze this data and make the information readily available from the central repository. This constant availability of data helps IT executives make up-to-the-minute decisions on application status or team productivity.

SAP Quality Center also enables IT team members to perform specific tasks:

- Test managers and project leads can design test plans and develop test cases.
- Automation engineers can create automated scripts and store them in the SAP Quality Center repository.
- QA testers can run manual and automated tests, report execution results, and enter defects.
- Developers can review and fix defects logged into the database.
- Project managers can create application status reports and manage resource allocation.
- Product managers can decide whether an application is ready to be released.



To maximize application performance and quality, you need a disciplined approach to testing that is supported by tools and technologies that help teams organize their activities, automate where possible, and store and track results on a single platform.

Achieve Greater Efficiency, Lower Costs, Mitigate Risks

SAP Quality Center provides a consistent, repeatable process for all stages of application quality management. It delivers these business benefits:

- Increased efficiency, enabled via support of the entire quality testing process through a single Web-based console that covers everything from requirements management through test planning, building, scheduling, and execution to defect management and project status analysis
- Increased testing accuracy, thanks to traceability functions that allow teams to compare application requirements to assets and defects, and vice versa
- Total flexibility to integrate with a wide range of third-party applications and create an end-to-end quality management infrastructure
- Time savings, achieved by accelerating testing cycles (note: tests are scheduled and run automatically, unattended, 24x7)
- Improved decision making as a result of constant visibility of data (shown on integrated graphs that make test results available at any point in the testing process)
- Reduced cost of delivering new applications and services into production, achieved by automating, controlling, and enforcing quality standards

To Learn More

Call your SAP representative today to find out how SAP Quality Center can help you reduce risk and achieve tangible business outcomes from your SAP software deployments and upgrades. And get the accurate, automated testing you need to ensure your IT investment can support and improve your vital business processes. You can also visit us online at www.sap.com/usa/services/consulting/saptesting.epx.

SAP: Delivering IT-Powered Business Innovation

As the world's leading provider of business software, SAP delivers products and services that help accelerate business innovation for our customers. We believe that doing so will unleash growth and create significant new value – for our customers, SAP, and ultimately, entire industries and the economy at large. Today more than 46,100 customers in more than 120 countries run SAP applications – from distinct solutions addressing the needs of small businesses and midsize companies to suite offerings for global organizations.

SAP Quality Center is a single, Web-based application that provides every activity essential to quality management: requirements management; test planning, scheduling, and execution; defects management; and report generation.

From Walldorf to Wall Street: The SAP Success Story

Founded in 1972, SAP has a rich history of innovation and growth that has made us a true industry leader. SAP currently employs more than 43,800 people in more than 50 countries worldwide. SAP is listed on several exchanges, including the Frankfurt Stock Exchange and NYSE under the symbol "SAP."

Knowledge, Experience, and Technology for Optimizing Business

We leverage our extensive experience to deliver a comprehensive range of solutions that empower every aspect of business operations. By using SAP solutions, organizations of all sizes – including small businesses and midsize companies – can reduce costs, improve performance, and gain the agility to respond to changing business needs. SAP also has developed the SAP NetWeaver® technology platform, which enables our customers to achieve more value from their IT investments. Our professionals are dedicated to providing the highest level of customer service and support.

A Philosophy for Leadership and Strong Performance

SAP strives to define and establish undisputed leadership in the emerging market for business process platform offerings and accelerate business innovation powered by IT for companies and industries worldwide. As part of its commitment to corporate citizenship, SAP also contributes to economic development on a grand scale.

Summary

The SAP® Quality Center application by HP offers a disciplined approach to the testing of software applications. Its key functions focus on managing requirements, scheduling and running tests, managing defects, and generating reports.

Challenges

- Improve the quality and efficiency of testing procedures
- Diagnose problems before going live with a new application
- Accelerate software testing cycles
- Automate repetitive testing processes
- Store and track testing results on a single platform

Supported Business Processes and Software Functions

- **Requirements management** – Keep the testing process on track and compare test cases to the application's functional requirements
- **Test planning, scheduling, and execution** – Run scheduled tests unattended during times of off-peak demand; maintain and reuse tests
- **Defects management** – Detect the problem, assign a resource to the defect, fix the defect, and verify the fix
- **Report generation** – Generate graphs and reports to help users analyze the testing data to make decisions

Business Benefits

- **Increased efficiency** resulting from having the entire testing process in a single, Web-based application
- **Greater testing accuracy** with traceability functions
- **Improved flexibility**, allowing the integration of third-party applications
- **Reduced testing time** resulting from accelerated and automated testing cycles
- **Improved decision making** resulting from the constant visibility of data
- **Reduced cost** of delivering new applications, which results from greater testing efficiency

For More Information

Call your SAP representative, or visit us online at www.sap.com/usa/services/consulting/saptesting.epx.

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