

## Establishment of Test Automation COE for Testing Multiple Apps Inside SFDC by a Leading Pharmaceutical Company to Reduce their Testing Efforts.



### CASE STUDY OVERVIEW

Life sciences is a highly regulated industry. The mounting pressure to maintain the quality is increasing with the increase in the demands of clinical trials and medicinal reforms. To keep up with changing demands, the pharma systems often need to be re-validated (frequently than ever before). The computer system validation (CSV) performed using traditional approach consumes high resources (like time, cost, labor, etc.). Our Client, who is into pharmaceutical domain were able to implement and adopt test automation into their system and thus reduced their testing effort drastically.

### Company Profile

- The company is one of the premier providers of cloud and on-premise quality management software's.
- To fasten up the quality and compliance, they offer the solutions, analytics, and expertise which helps to lower risk, increase efficiency, and keep consumers safe while authorizing manufacturers, suppliers, and distributors to collaborate in a seamless and integrated environment.
- Company supports nearly 1 million users across 700+ implementations in almost 30 countries.
- Companies in life sciences, consumer products and discrete manufacturing rely on our client for seamless quality management processes.



## Business Challenges

- ✦ **5 Apps to be tested within Client's Salesforce Org:** The client was having 5 apps inside Salesforce instance which needs to be tested for diverse set of functionalities. Testing those 5 apps with each app having 4 major release in a year was not at all an easy task for the client.
- ✦ **Salesforce Release adds complication & increased efforts:** With 4 major releases to be done for 5 apps, Salesforce too has its own yearly release which makes it more difficult to test the complete environment end to end.
- ✦ **Diverse customer base means full coverage needed:** Our client tests the connected apps and then gives those apps to their own customers. So, it becomes extremely important to test these apps with different browsers and with both Classic and Lightning themes of Salesforce involved.
- ✦ **Fulfilling the agile requirements through the computer system validation (CSV):** For agile changes made to meet the competitive market, company was bound to rollout frequent releases. These changes are required to be validated against the CSV as it can be trickier at times to cover defects missed due to unwritten requirements.
- ✦ **Manual Testing wasn't scaling:** Client was facing challenges in performing manual testing as the areas of testing were becoming quite large. There were whole lot of permutations and combinations which needs to be rigorously tested on a regular basis as release cycle was quite short.

## Testimonials

*"It was important for us to form an inclusive test automation program that would allow our functional testers to participate equally in test automation. With OpKey we found the right platform to achieve it."*





### Smart Salesforce specific record and playback engine

OpKey gives street smart Salesforce specific record and playback engine which drastically reduces the script creation time. Salesforce automation is never easy because of the dynamic object ids but OpKey works on metadata api's and labels which makes OpKey a go to automation tool for SFDC Automation.



### Same scripts can be executed on both Classic & Lightning

With OpKey coming into picture, all it took initially is to create the scripts but once that was done, it was about creating those regression Suites and testing cycles. OpKey has predefined Salesforce specific keywords/actions which can be executed on both Classic and Lightning version. So, effectively its single script for both Salesforce versions. Saved tons of time



### Parallel Execution on Cloud helped in coverage

OpKey has another very important strength which lies within its ability to execute long test suites with features like Grid execution, Cloud Execution, BrowserStack execution, etc. So, client was able to execute parallel executions on multiple Browser-Salesforce Themes combinations



### Integration with CI & Test Management tools

Integration with Test Management and CI tools made life easier for the client. It encouraged the client to create an end-to-end autonomous solution which brought in increased code coverage, autonomous build triggering and generation of a consolidated test report of execution

## OpKey's support and maintenance is fanatical!

*We invite you to learn more on how our partnership with OpKey will give your organization a distinctive advantage through low cost and high quality development and quality assurance services.*

# Case Study


## Benefits & Stats

- ★ **OpKey** helped client to prevent and detect the issues sooner. It does not limit validation (investigation) to the specific immediate identified issue rather consider the potential impact on the entire ecosystem.
- ★ **A** deeper underlying root cause analysis of the issues allows management to take timely corrective and preventive measures, realigning the business expectations.
- ★ **OpKey** TrackWise automated software solutions significantly reduced the validation cycle time and cost (utilizing fewer resources).
- ★ **With** manual testing, client was achieving complete regression for 1 app in around 2.5 weeks which got reduced to 11 hours.
- ★ **For** complete 5 apps (including 3 Salesforce releases in a year too), client has saved almost 600 hours of effort. This complete testing includes combinations of "IE with Classic", "Chrome with Classic" and "Chrome with Lightning".



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OpKey employs a hybrid architecture that enables organizations to pull, update and validate new versions. This makes the entire system amendable and capable to smartly handle the complex changes in a timely manner. OpKey provides time and cost saving best practices of the regulatory validation services.

