

2015 Awards for Customer Excellence Nominee



Michael Savino, American Water

Prioritizing, automating regression testing for complex, custom, frequently updated SAP implementation

Lifecycle Management

High-level overview: Using HP, American Water realized the following benefits:

- Ensure robust performance of multiple, frequently updated custom SAP modules
- Automate regression testing to reduce testing costs and free IT staff time
- Strengthen understanding of core business processes and tie testing to them
- Leverage and integrate software tools to prioritize and automate testing
- Leverage knowledge of non-technical SMEs to generate test scripts code (later reviewed by IT staff)
- Ensure efficient business operations and high quality of service to customers

Company: American Water (AW) delivers high-quality water and wastewater services.

Contact: Michael Savino is Senior QA Analyst at AW's QA & Testing Centers of Expertise.

Business goals: American Water is a heavy user of SAP, with many customized and frequently updated modules. Robust SAP performance is necessary for AW's business. Because SAP is massive, AW cannot regression test the entire suite every time it alters a component. Manual regression testing is time-consuming and costly. AW aimed to automate and integrate testing to save time and money while ensuring high quality customer service.

HP Software implemented: HP Application Lifecycle Management (ALM) 12.01 (upgrade from HP Quality Center 11 Patch 3) and HP Unified Functional (UFT) 12 (upgrade from HP QuickTest Professional 11). Used in conjunction with SAP Test Acceleration and Optimization (TAO); SAP Solution Manager; and Aris Business Process Modeling (BPM) software. AW has had HP Software (HP QC) for several years and now leverages it to effectively automate and integrate testing.

HP Partner: The licensing for AW's HP Software goes through SAP.

Benefits: Improve organization of test plans and scripts through standardization. Tie testing to business-process requirements. Free staff time from manual testing to high-value initiatives. Ensure robust SAP performance. Ensure quality of customer service. AW is now using its HP solutions to gather metrics on cost and time savings.



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