

2016 HPE Software Innovator Awards

Andrei Semenov, CONA Services (Coca-Cola System IT Services Company)

CONA Services integrates HPE ALM with the ARIS BPM solution to align business and IT, and drive transformational improvements in business testing experience for Coca-Cola bottlers

Honorable Mention

Accelerate Next

Software

- HPE ALM
- HPE Performance Center

High-level overview

Using HPE Software, CONA Services, LLC (Coke One North America), realized the following benefits:

- Integrate HPE Application Lifecycle Management (ALM) with ARIS Business Process Management (BPM) software to leverage business knowledge documented in ARIS to create “real” test cases
- Provide SAP platform for participating Coca-Cola bottlers to run their business, including sales and distribution of Coca-Cola products. The platform includes SAP ECC, SAP CRM, SAP SRM, SAP BW HANA, SAP SCM, SAP PI, SAP HR etc., and also includes a number of other third-party applications (CAS, MEI, Movilitas) and bolt-ons (Ortec LEO, Readsoft). CONA uses HPE ALM to test all these applications
- Increase business tester population in HPE ALM as a result of using business process language in test cases; ease of use enables non-technical users to leverage the system, raising users from 150 to 2000, with 50 to 100 being added every month
 - Achieve high user satisfaction (93% of users surveyed)
- Early detection of “business process” defects by development teams
- Accelerate test preparation and execution across multiple external customers
- Reduce time for test-case creation by generating test cases from ARIS. Future HPE ALM – ARIS integration enhancement will further magnify efficiency gains (test case creation time and accuracy). More than 1,800 functional test cases have been generated from ARIS
 - Target up to 50% of time savings on regression testing cycles with functional test automation
- Ability to reduce software testing effort to test only impacted business process path instead of testing the whole business process
- Increase visibility to testing defects in User Acceptance Testing that reduces post-production issues by 80%
- Gain ability to build a framework for test automation based on common and most frequently executed business processes/ test cases
- Identify critical business processes that are impacted by development defects before a code release to production
- Scale solution from six Coca-Cola bottlers currently to however many need services

Company

CONA Services provides IT services to Coca-Cola bottlers in North America.

Contact

Andrei Semenov is Project Manager for CONA Services.

Business goals

CONA Services aimed to deliver a high quality common IT platform across North American Coca-Cola bottlers. The company develops and deploys end-to-end solutions for CONA North American bottlers. In previous years, Andrei Semenov leveraged HPE Application Lifecycle Management (ALM) to establish common processes and Software Development Life Cycle (SDLC) standards. The company's testing strategy emphasizes the importance of software testing in accordance with aligned business processes. CONA business processes are documented in the Business Process Management (BPM) suite ARIS. The software forms a core element of the common IT solution across different Coca-Cola bottlers. CONA aimed to build a common set of test cases by leveraging HPE ALM and ARIS integration. These test sets, based on harmonized business processes, can be used by CONA development teams as well as business testers across multiple organizations to test the CONA solution efficiently.

HPE Software products implemented

- HPE ALM
- HPE Performance Center

To meet project timelines, HPE ALM functionality was implemented in phases with a migration priority for CONA bottlers

using legacy solutions to the new SDLC tool to achieve streamlined, integrated processes. Phase 1 addressed testing, defects management and dashboards/live reporting. Phase 2 covered demand planning, budgeting, and business process integration with business process modelling; requirements, solution build, release cutover management; and code version control interfaces. Additional phases include documentation management, test automation and performance testing.

Additional benefits

CONA Services established HPE ALM as its common platform for SDLC management and testing—one software solution vs. separate tools for managing requirements, documenting build status and testing. It thus achieved requirements traceability; reduced the cost of supporting multiple SDLC tools; and centralized reporting for increased project-audit efficiency—all with minimal impact on daily operations for CONA bottlers. CONA Services has been able to share these assets, securely separated, with CONA bottlers enabled to do their own testing. The Main Repository became a “source of truth” for all HPE ALM assets including releases, requirements, and test cases; and satellite projects containing test execution data (actual testing results and defects). The results were efficient and streamlined governance of global testing assets; improved user access management; compliance with security requirements; advanced reporting and controlled strategic project scalability. CONA Services went on to integrate HPE ALM with ARIS to strengthen the IT alignment with business needs.



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