

Automation Anywhere QA division. Automated Testing.

CASE HIGHLIGHTS

Profiled Organization: Automation Anywhere.

Challenge: Automation Anywhere' QA staff was under pressure to test and correct software and meet tight release deadlines with high-quality products.

Solution: The Automation Anywhere software automation tools enabled the developers to meet their schedules with time to spare, by automating complex, repetitive software testing processes that had formerly been performed manually.

Benefits: Automation Anywhere was able to release new software versions ahead of schedule, while improving quality standards and responding to customers in real time. The company reduced costs by using its existing QA resources more efficiently and saved time on training new QA personnel. These factors increased the QA team's performance and freed them to focus on developing improved software.

"Using Automation Anywhere, we're able to test Automation Anywhere by creating testing tasks in Automation Anywhere, to test the functionality of Automation Anywhere!"

- Ms. Zankhana Shah, Lead QA Engineer, Automation Anywhere.

ABOUT AUTOMATION ANYWHERE

Automation Anywhere develops innovative software automation tools. Its' self-titled, lead product, enables IT staff, end users, and business leaders to easily reduce complex software functions to single keystrokes, for substantial savings in time. Automation Anywhere prides itself on the high quality and reliability of its software.

BUSINESS ISSUE

The QA department enforces strict standards for software quality. Yet with limited resources, they were hard pressed to perform complex testing routines while meeting the company's tight release schedules. The team was challenged to perform complex, repetitive tasks required to test software functionality, make corrections, while responding to customer requests in real time. The need for rigorous manual testing, combined with fixed release deadlines, was creating undue stress for the QA staff.

In summary: The team needed a solution to accelerate software testing while maintaining release schedules and sustaining the company's exacting quality standards.

SOLUTION

Automation Anywhere used its own self-titled product, Automation Anywhere, to automate complex software testing processes that had previously been performed manually.

Using Automation Anywhere, the QA staff created automated scenarios to rigorously test more than 200 different commands and features built into Automation

Anywhere. This also enabled them to review the most recent build for errors. Reducing these formerly manual tasks to a single keystroke freed the team from undue stress and enabled them to meet their release deadlines with room to spare.

BENEFITS

Resource costs. Before using Automation Anywhere, the QA staff and management found it difficult to track resource costs for each testing task created and run. Automation Anywhere now makes it easy to quantify these costs in detail, further enabling the team to isolate and improve specific areas of testing.

Reduced error rates. Because testing tasks are now automated, human error is reduced to a minimum and redundant testing is eliminated.

Automated troubleshooting. The Advanced Error Handling feature of Automation Anywhere makes it easy for the QA staff to efficiently handle errors that appear during a testing run. The staff simply defined error blocks for automated notification of errors during testing, enabling them to run tasks smoothly and troubleshoot errors quickly.

Automated documentation. Using Workflow Designer, the QA team was able to visually capture the entire testing scenario. This provided a living document of our testing cases, allowing implementation and record keeping without any extra effort. Furthermore, Automation Anywhere was easily able to meet one of the big challenges in the testing field: that of keeping the documentation and the implementation concurrent.

Multiple platform testing capability. The ROI benefits of using Automation Anywhere for testing increased six fold, since the same automated task could be run on different operating systems like Vista, XP, 2008, 2003, 2000, Vista 64-bit and double byte OS. This enabled the team to complete its testing efforts on multiple platforms faster while keeping the team relatively small and optimizing overall team responsiveness.

Resource realignment. Automation Anywhere was able to use the time saved by task automation to scale its QA and development teams to meet concurrent demands. Previously, moving development staff to other tasks would have been difficult because of the excessive QA workload. Automation Anywhere made it easier to shift resources as required, without compromising quality or over-stressing personnel.

Training benefits. Because routine testing tasks are now automated, the QA team has greatly reduced the time required to train new personnel.

Knowledge capture. Automating software testing requires a plethora of testing cases identified by logic as well as customer and employee input. Once these cases are converted to tasks, they can be run automatically, built upon and the knowledge captured for these test cases is personnel-independent, not to mention invaluable for basic research, software quality improvement, and staff training.

“We built Automation Anywhere to be reliable and easy for users of all levels of technical sophistication. These twin features, quality and ease, enabled us to automate our in-house QA system quickly and effectively. Automating our QA processes immediately increased our productivity, improved our time/cost ratio and helped us test and enhance Automation Anywhere’s functionality more accurately, consistently and frequently.”

- Mr. Darshan Jani, VP - Engineering, Automation Anywhere.

SUMMARY

Using Automation Anywhere:

- Shortened the time spent by QA on manual testing
- Shortened the time required to train new personnel
- Increased the efficiency of existing QA staff
- Increased the confidence of the QA team
- Liberated QA staff to focus on software improvements
- Experience the full potential of its own software

“We are our most demanding customer. It is our continued philosophy to use our own products everywhere possible because the insight that it provides is most valuable. It has led to our innovations, award-winning usability and most importantly helped us maintain a lean and profitable organization.”

*- Mr. Mihir Shukla, CEO,
Automation Anywhere*

The QA department projects savings of over \$100,000 in the first year alone from automating QA testing based on the first months of using Automation Anywhere. The department has identified three additional areas where implementing Automation Anywhere will achieve increased ROI and reduce overhead.

The new, less stressful work environment in QA has enabled Automation Anywhere to build software in record time, while realizing Automation Anywhere’s time-saving potential to the maximum.

If you found this case study useful, we invite you to discover how Automation Anywhere can give your business an edge. Visit www.AutomationAnywhere.com



PRODUCT INFORMATION: AUTOMATION ANYWHERE

Automation Anywhere is an intelligent automation software for business & IT tasks. No programming required. Enterprise license includes state of the art drag and drop automation, remote deployment, Visualizer, Workflow designer, image recognition and many more features. Free trial available. Read more about this product at <http://www.AutomationAnywhere.com> or call our sales hotline +1-888-484-3535.