

How an Australian Government Organization Maintains Innovation through Optimized Test Automation



Digital Transformation Initiative Requires Faster Delivery Cycles

Innovative digital goods and services are no longer limited to being delivered only by fast-paced startups and tech giants. Governments organizations around the globe are moving from waterfall to agile development, adopting DevOps methodologies, and undergoing digital transformation in order to provide better service to their citizens.

One of Australia's state departments responsible for sustainable government, public works, procurement, IT, and other innovative shared services recently embarked on their own digital transformation journey around an extensive implementation of Salesforce. The department's Salesforce implementation spanned over 5 projects, including Service Cloud, Community Cloud, and Visualforce — with a mix of Classic and Lightning experiences. With only a small team of manual testers responsible for testing software depended on by 8,000 end-users, this government organization

recognized the need for an innovative test automation solution. Delivering high-quality solution within short timeframes was key, as was an initiative to better support continuous delivery.

Key Business Challenges

Salesforce development and deployment at this organization was predominantly focused on the introduction of new features, but extensive manual regression testing that spanned from end-to-end resulted in bottlenecks and constraints to agility and innovation. These constraints are common around complex integrations of packaged applications, and include:

- Regression testing that took up to 75% of their total testing time
- Deployments made with untested functionality
- High risk of unknown defects in production due to low code coverage
- High costs of manual testing with low quality ROI

Reduction in regression testing time



85%

Overall testing costs saved



\$344K

Environments (Dev, UAT, SIT) now tested in parallel



3

Dashboard with 20+ real-time quality KPIs



1

The Tricentis Solution: Optimized Test Automation for Packed Applications

Risk coverage optimization in test suites

Our customer implemented a risk-based approach to test data combinations used within all their Salesforce projects. Tricentis' Test Case Design helps create an optimized set of test cases that allows for prioritization based on each case's value to the business. This optimized data set was used to run automated regression tests.

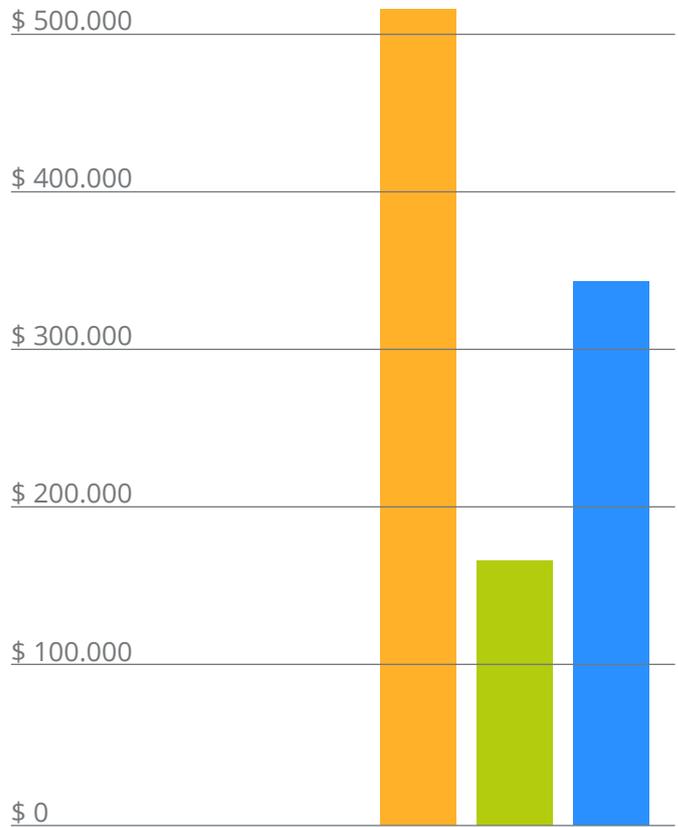
Model-based Test Automation

Once risk coverage optimization was completed, model-based test automation was implemented with templates and instances. Previously unknown production defects were uncovered during sample dry runs. Tricentis Tosca goes beyond legacy, script-based automation solutions by supporting the speed and quality of agile methodologies, DevOps, and digital transformation initiatives.

BAU testing customizations

To accommodate our customer's email checks and pdf document validation requirements, we extended native Tosca functionality for our customer. This was accomplished by building custom email and pdf engines that abstract code and provide a model-based test automation GUI for even higher automation ratios.

Cost Saved



	Manual:	\$ 512.400
	Automation:	\$ 168.000
	Savings:	\$ 344.400

About Tricentis

With the industry's #1 Continuous Testing platform, Tricentis is recognized for reinventing software testing for DevOps. Through risk-based testing, scriptless end-to-end test automation, and the industry's most extensive technology support, Tricentis breaks through the barriers experienced with conventional software testing methods. Our innovative technologies simplify testing for even the most complex enterprise applications—transforming testing from a roadblock to a catalyst for innovation.