

SAP Solution Brief
SAP Quality Center by HP



QUALITY MANAGEMENT FOR SAP® APPLICATIONS

Ensure Your New Software Application Delivers on Its Promise

It is vitally important to test your new software application and confirm it can deliver the enhanced business processes your company has paid to achieve. But thorough testing is complicated and time-consuming. When application delivery timelines are aggressive, it often gets low priority. The SAP® Quality Center application by HP, with its comprehensive, automated functionality, increases testing speed, efficiency, and accuracy; lowers costs; and ensures your new application delivers the business results your company expects.

Assuring Application Quality: A Critically Important Discipline

These days, IT software applications form the lifeline that automates almost every important business process. To ensure the integrity of that lifeline, it is important to validate that your company's applications provide the quality, performance, and availability you need. A vigorous testing process helps you uncover any shortcomings prior to going live with a new application – that is, at a stage when the cost and effort related to fixing a problem will have minimal impact on your operations.

Implementing an application without testing it first is risky at best, disastrous at worst. For example, an untested application can run into problems during implementation that cause the project to go over budget. And when an application that hasn't been tested is implemented and doesn't deliver expected improvements, you are stuck with a very expensive mistake.

Although most IT organizations understand that quality is essential, they find it difficult to do correctly. Because many companies do not have the tools to automate repetitive testing processes, they must track projects manually via spreadsheets. But manual quality testing is a tedious, time-consuming, and error-prone process. And tight delivery deadlines mean that IT teams often are not given enough time to perform a thorough test.

To maximize application performance and quality, you need a disciplined approach to testing supported by tools and technologies that help quality teams organize their activities, automate where possible, and store and track results on a single platform – an approach that lets you diagnose problems before they occur.

The SAP® Quality Center application by HP enables this kind of comprehensive and accurate testing. It eliminates the risk and uncertainty of upgrading and implementing SAP software applications by providing a consistent, repeatable process for gathering requirements, planning and scheduling tests, analyzing results, managing defects, and creating consolidated reports.

Comprehensive, Automated Testing

SAP Quality Center is a single, Web-based application that provides every activity essential to quality management: requirements management, test planning, test scheduling and execution, and defects management. It offers these functions either as a stand-alone solution or integrated within a global quality environment or quality center-of-excellence (CoE) environment. SAP Quality Center can easily be scaled down to manage the smallest project or scaled up to meet the heavy demands of an enterprise CoE.

The application enables efficient communication and collaboration among IT teams. Whether you are coordinating the work of many disparate quality assurance teams or working with a large, centralized CoE, you can rely on SAP Quality Center to enable quick, easy access to information across geographical and organizational boundaries.

SAP Quality Center provides four key functions:

■ **Managing requirements**

Requirements-based testing keeps the testing process on track and measures the new application against your business needs. A requirements management component compares test cases to the application's functional requirements to ensure traceability throughout the testing process.

■ **Scheduling and running tests**

After test design and development issues have been addressed, your IT team can begin testing. A test-lab management component allows scheduled tests to run unattended during times when the IT system is in least demand. With SAP Quality Center, testing teams can easily emulate real-life business processes as well as maintain and reuse tests.

■ **Managing defects**

Analyzing the defects of an application helps managers assess application readiness. A defect management component supports the entire defect life cycle – from detecting the problem, to assigning a resource to the defect, to fixing the defect and verifying the fix. Before a new defect is reported, SAP Quality Center checks the database for similar defects, eliminating the need for manual checking.

■ **Generating reports**

The testing process generates huge amounts of data. Customizable graphs and reports in SAP Quality Center help users analyze this data and make the information readily available from the central repository. This constant availability of data helps IT executives make up-to-the-minute decisions on application status or team productivity.

SAP Quality Center also enables IT team members to perform specific tasks:

- Test managers and project leads can design test plans and develop test cases.
- Automation engineers can create automated scripts and store them in the SAP Quality Center repository.
- QA testers can run manual and automated tests, report execution results, and enter defects.
- Developers can review and fix defects logged into the database.
- Project managers can create application status reports and manage resource allocation.
- Product managers can decide whether an application is ready to be released.

Achieve Greater Efficiency, Lower Costs, Mitigate Risks

SAP Quality Center provides a seamless, consistent, repeatable process for all stages of application quality management. It delivers these business benefits:

- Increased efficiency, enabled via support of the entire quality process through a single Web-based console that covers everything from requirements management to test planning, building, scheduling, and execution to defect management and project status analysis
- Increased testing accuracy, thanks to traceability functions that allow teams to compare application requirements to assets and defects and vice versa
- Total flexibility to integrate with a wide range of third-party applications and create an end-to-end quality management infrastructure

- Time savings, achieved by accelerating testing cycles (note: tests are scheduled and run automatically, unattended, 24x7)
- Improved decision making as a result of constant visibility of data (shown on integrated graphs that make test results available at any point in the testing process)
- Reduced cost of delivering new applications and services into production, achieved by automating, controlling, and enforcing quality standards

To Learn More

Call your SAP representative today to find out how SAP Quality Center can help you reduce risk and assure tangible business outcomes from your SAP deployments and upgrades. And get the accurate, automated testing you need to ensure your IT investment can support and improve your vital business processes.

THE BEST-RUN BUSINESSES RUN SAP™



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