



Raltus
SOFTWARE



PROCEDURECAPTURE HELPS MULTI-NATIONAL FOOD RETAILER INTEGRATE NEW SUBSIDIARY

The Challenge

The customer is a multi-national food supplier specializing in meat products from locally sourced suppliers. The products range from pre-packaged meat products to high-value processed foods. The company distributes its products to national retailers via a series of wholesalers.

The company wanted to install a new company wide Enterprise Resource Planning (ERP) system to streamline their operation and also to roll out to all their recent strategic acquisitions.

They had also found with previous system implementations that the lack of upfront clarity in defining their User Requirements had resulted in misunderstanding and rework. This then led to major overspend and delay in getting the systems operational.

They had also previously tested their system rollouts in a very 'ad hoc' way and this had led to serious disruption to their daily business and thus damage to their reputation. They had encountered a number of critical ongoing software faults that had been missed in testing and this had brought their order processing and distribution system to a grinding halt.

They therefore wanted a solution that could give them all the linked elements of Requirements, Testing and Defect management in one solution. From a Testing perspective they also wanted to have the option to use a mix of both Exploratory and Structured approaches.

The Solution

Raltus's ProcedureCapture® is a Risk based Application Lifecycle Management solution which covers Requirements, Risk, Testing, Traceability and Defects. All from one integrated, affordable and easy to use tool.

ProcedureCapture® has a complete Requirements module which allows you to create or import User, Functional & Design Requirements and then have the visible traceability of these Requirements vs. Test scripts throughout the validation lifecycle. Using electronic signatures you can also control who can approve a Requirement ensuring that the correct requirement version is used.

Automated and Manual Testing all in one tool and the ability to use for both Structured and Exploratory testing. Fast, non-intrusive capturing technology works on end-to-end procedures across any application. No programming ever required so all stakeholders can create, maintain and run.

“ProcedureCapture made the whole ERP integration a lot smoother”

Andrew Steen
Business
Development
Director

Contact

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Defects Management and Tracking allows you to trace a Defect's risk priority back through the Tests to the Requirements which means you fix the most important defects first. Defect tracking also allowed the complete tracking of a Defect throughout its lifecycle and gives the whole team transparency of its status.

End User documentation and user guide movies can be automatically created directly from the Test Scripts. These are not generic software guides but show the actual steps in a "visual storyboard" ensuring the new users get up to speed on the new ERP system.

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**Andrew Steen
Business
Development
Director**

The Benefits

Within six weeks of the involvement with Raltus Software, the customer had achieved the following results:

- Imported and managed 110 User and Functional Requirements with the associated traceability between these and the Test Scripts that satisfy them.
- Approved and locked these Requirements so as the system was rolled out the functionality actually matched up to what the User's were expecting.
- Recorded over 150 hours of Exploratory testing and from this found over 60 separated Defects which were subsequently tracked and fixed before roll out.
- All captured procedures were saved as 'visual storyboards' with each and every step having a combination of "Action", "Thumbnail", "Description" and where it is on the "Screenshot".
- From the Exploratory tests created 55 structured tests for running as a regression pack for forthcoming upgrades and changes in functionality.
- Using the Exploratory and Structured test assets, created 68 end user guides covering ordering, processing and distribution. Disseminated company wide via PDF's on SharePoint.
- Created 28 online supplier End-user guide movies again directly from the Test Assets which were then accessible directly from the company web site portal

"Using ProcedureCapture® made the whole application lifecycle so much easier to manage and control and you could actually see errors being found and feel the overall quality of the roll out improving."

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