



# CASE STUDY

## Transport for NSW SAP ERP Implementation

Test governance and assurance enabled on time delivery with improved quality and visibility of risks.

### Executive Summary

**Objective** - To improve quality, visibility and accountability by providing testing governance, assurance and UAT management services for multiple implementations of SAP.

**Challenge** - The testing team lacked direction, leadership and vision while the program as a whole had no visibility or confidence over quality and risks.

**Outcomes** - Vendors, the System Integrator and Agency were held accountable for the quality of deliverables. Daily reporting allowed relevant risks to be identified and actioned/mitigated. UAT testing was completed on time with an improved measurable quality and defect profile.

### Background

The TfNSW SAP ERP implementation went over multiple years and was implemented in multiple unionised workforce agencies.

Four previous Test Directors had left and there was no control or governance over testing activities.

Senior stakeholders, business and program staff had no measures of testing quality, execution progress and defect resolution.

To add to the complexity, integration was required with another large scale SAP implementation. The main integration point was during UAT.

## WHY MBTP

With more than 30 years delivery experience, our team of experts understand software testing and quality assurance.

From strategy, test improvement, workforce optimisation, risk mitigation and delivery, we're here to help and partner with you.

## Solution

A reliable and meaningful report was created to provide visibility to key stakeholders including the business and program teams. These metrics were the single source of truth for the program and drove decisions and improvements.

Better communication and implementation of UAT management and execution which included defect triage, scheduling and lab management.

Created, co-ordinated the E2E test strategy and implementation with the other large SAP program.

## Benefits

Confidence in the program rose allowing an increase in delivery capability of a complex SAP solution.

The daily reporting allowed relevant risks to be identified, actioned and/or mitigated.

UAT test execution was completed on time with a measurable quality and defect profile.

Vendors, the System Integrator and Agency improved delivery times and quality.

## CONTACT US

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“Test governance dramatically improved delivery velocity by increasing quality and minimising rework and defects.”

“The leadership, vision and strategy shown were outstanding.”