

Test For Success

Why UAT (User Acceptance Testing) is
the key to seamless Infor ERP migration

eBook



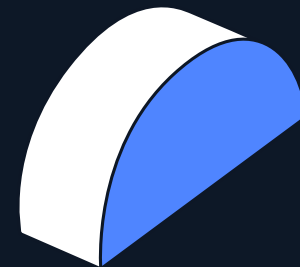
infor



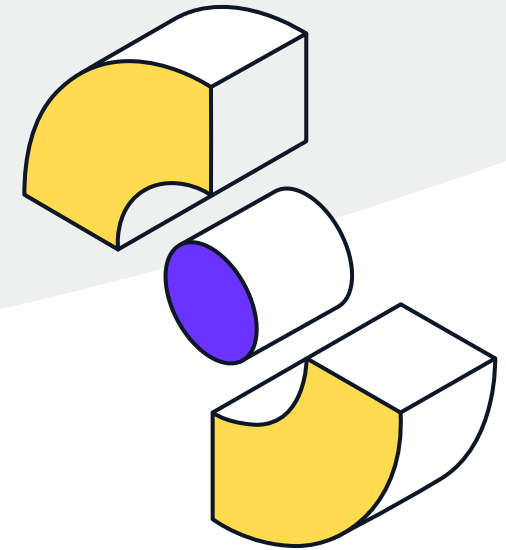
Infor provides industry-specific ERP solutions that are relied upon by thousands of organizations globally.

Migrating business-critical ERP systems like Infor to the cloud is a major undertaking for most organizations that requires careful planning and execution. Following an Infor migration go-live, it is essential that continuity of key business processes and systems is ensured.

This ebook provides IT leaders, ERP owners, change managers, executives, existing Infor customers and consultants with insights into how a robust User Acceptance Testing (UAT) methodology can enable organizations to achieve a seamless migration to Infor CloudSuite, and deliver a robust framework for ongoing effective testing.



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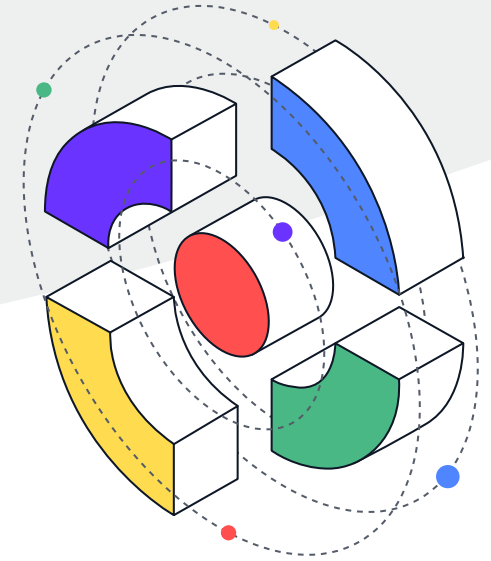


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01

How UAT has become mission-critical



The estimated annual global cost of software failures is \$7 trillion, according to the Consortium of Information and Software Quality. Highly-publicized failures like [TSB bank's botched IT upgrade of 2018](#) or [Alphabet's 2023 share price slump following embarrassing errors made by its newly launched chatbot Bard](#) highlight how inadequate testing can lead to massive disruption, fines and reputational damage. No surprise, then, that the global testing market is projected to grow 50% by 2027, driven by the need for more integration and regression testing across connected enterprise landscapes containing Infor solutions.

For organizations, migrating key applications to the cloud has become a matter of when, not if. But moving to Infor CloudSuite means more frequent updates and changes, with potential impacts on other apps and systems within your IT ecosystem. The processes involved are typically end-to-end, and they span many applications, both cloud and on-premise – all of which will increase the risk of business disruption if issues are not identified ahead of go-live.

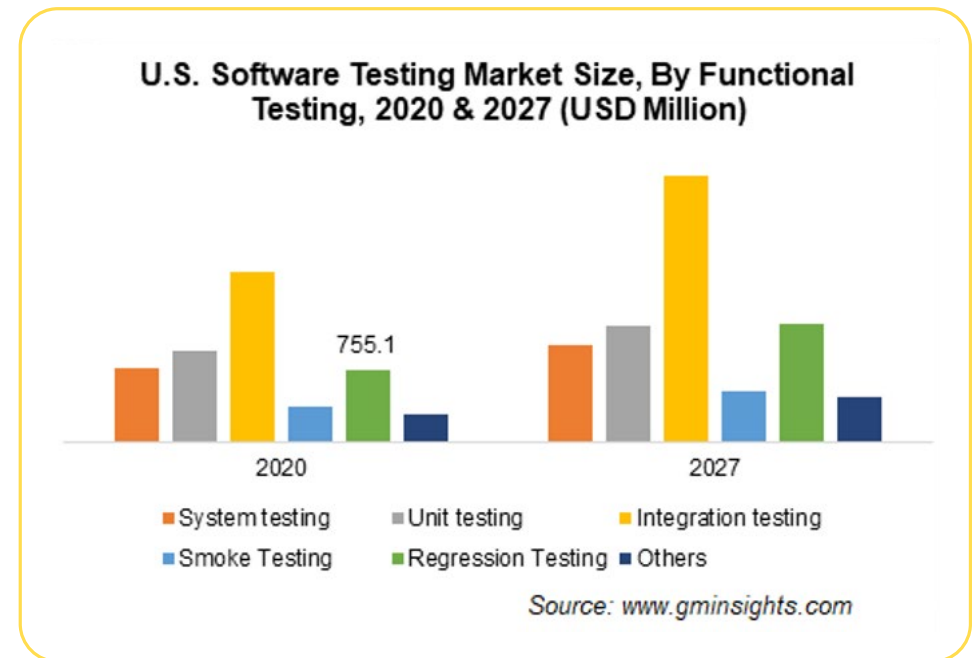
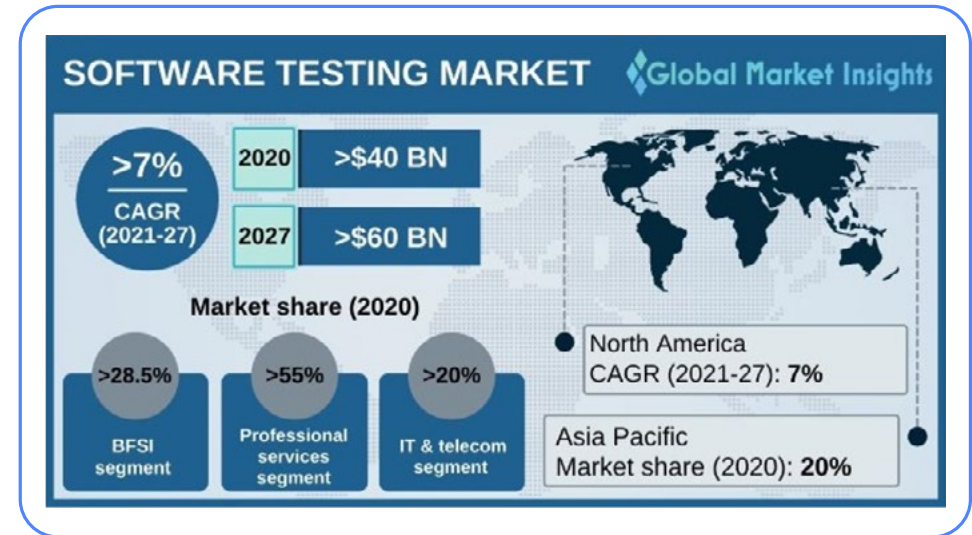
The global testing market is projected to **grow 50%** by 2027



Of course, the cloud brings many benefits, such as speedier access to new features, the ability to innovate, less infrastructure and easier scalability. But the downside is that those monthly service releases are no longer in your control, but in the vendors'. And when they update, it could potentially break things in your end-to-end processes, which makes testing even more critical.

No wonder, then, that UAT has become crucial for organizations migrating ERP systems like Infor to the cloud, as it provides a critical phase to surface bugs and gaps before they can do any real damage. It is the only form of testing that a client (rather than the vendor) can carry out to ensure that a cloud product migration is fit for purpose.

UAT is the last test before release, where you are making sure that the software meets the needs of end-users. Conducting comprehensive UAT provides proof that Infor and all integrated systems and apps will work as expected after changes and upgrades. This ensures regulatory compliance, reducing risk, improving audit outcomes, and providing data that demonstrates the rigor of your validation process pre-deployment.



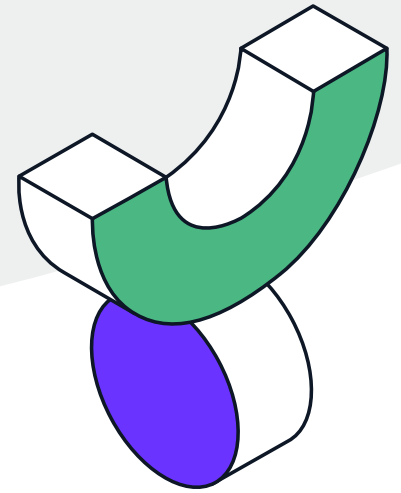
\$7,000,000,000,000

According to CISQ Consortium of Information and Software Quality the estimated annual global cost of software failures is \$ 7 trillion worldwide.



02

'But we're testing already. Aren't we?'



Most organizations will already carry out some form of user acceptance testing, though they may call it something else, such as validation.

Typically this testing is carried out by business users who know best how the application is used to support the business. But this has the double impact of taking them away from their day jobs, and can make testing inefficient and slow, especially as organizations rarely provide their IT function with the software and systems to support them. Often it's a matter of ad-hoc logging in an Excel document, with lots of screenshots randomly pasted into emails to highlight issues, which leads to a lack of audit compliance and visibility.

No wonder that this kind of activity is widely recognized as the most expensive form of testing.

When we surveyed companies about UAT, a massive 88% told us they saw it as a critical part of the process of delivering software and software change into the business. And yet very few of those organizations provided any kind of software system methodology to support it. This is especially surprising in sectors like engineering and manufacturing, which are subject to a gamut of very strict and highly-controlled QA processes. The same rigor isn't being applied to delivering software and it really should be.

88%
of respondents
saying UAT is key
to achieving quality
objectives*

Less than
50%
of people reported
being provided
with any tools to
support UAT*

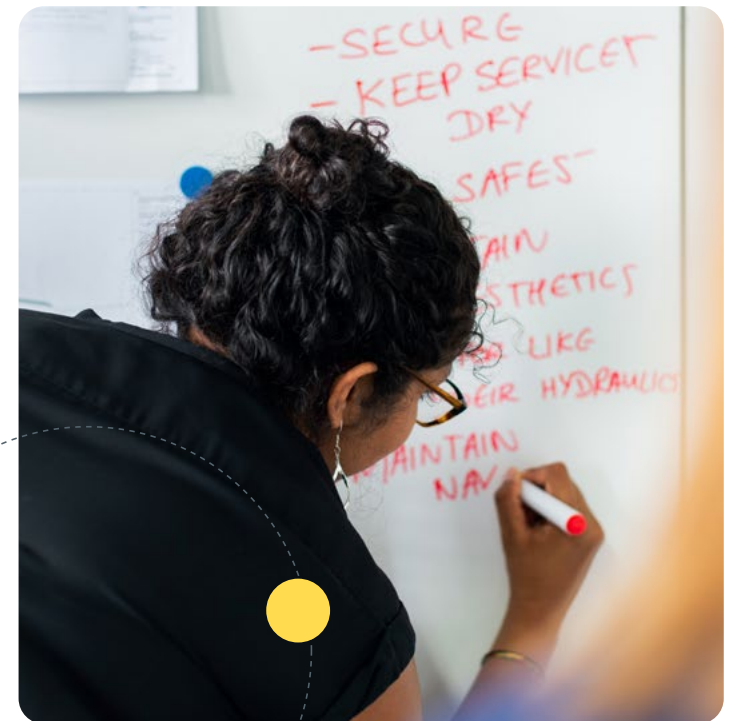
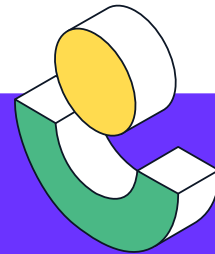
*Source: Original Software User Acceptance Testing Survey Report 2016



Migrating from another platform to CloudSuite is much more than a major upgrade. For while Infor is a critical business application, it's only one of several, and you have to be confident that the migration will not negatively impact the interaction of the new platform with all your others – your warehouse management system, your human capital management system, finance system, supplier portals, customer portals, CRM, Salesforce and more. You have to be confident that when you press the on button, your whole business application landscape will continue to operate seamlessly.

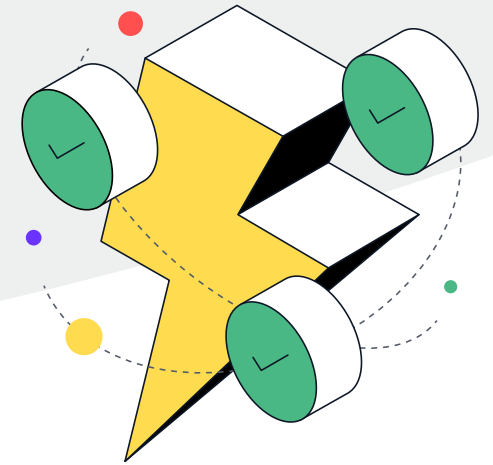
This all sounds tricky and complicated to implement...

In fact, the right technology to address all this can be simple, quick and easy to implement. It will stop you from having to drag business users away from their core work, and it facilitates a well-defined, well-controlled process that will answer all compliance and regulatory requirements. It will be minimally disruptive, pay itself back in short order, and actually reduce the time spent doing testing and validation.



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Best practices for optimal UAT



Clearly defined best practices are key to ensuring UAT delivers value efficiently for Infor CloudSuite migrations. Here, then, are five things that your UAT system should do:



Provide end-to-end testing over multiple platforms and technologies end-to-end testing to cater for business processes that span multiple platforms and technologies.



Automatically provide rich information – a detailed review of actions and outcomes.



Allows testers to easily provide comments and feedback - positive as well as negative.



Reduce the time users spend testing, for example by automatically gathering evidence to support the investigation of an issue or bug, and providing accurate, up-to-date detail on testing status and progress.



Provide proof of testing and audit trail. Internally, it's vital to be able to demonstrate rigorous processes to stakeholders and leaders ahead of go-live every time. And externally, auditors like FCA and FDA want to know what validation processes you have in place to ensure that your software works and is going to be fit for purpose.



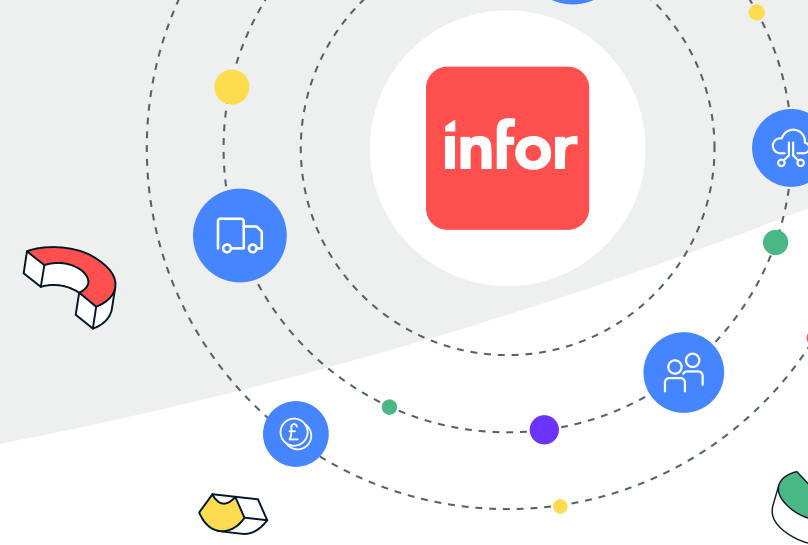
And here, based on our many years of experience, are our key recommendations for UAT success with Infor:

- Involve Infor business users early and throughout UAT – they're the people who know ERP business requirements and app use cases best. Show executives ROI in terms of reduced Infor business disruption.
- Take an end-to-end approach, making sure to test all connected applications – not just Infor ERP in itself.
- Automate to reduce manual effort and enable comprehensive test coverage of Infor.
- Implement detailed reporting and audit trails to cover off compliance scrutiny.
- Aim always to reduce UAT time by prioritizing ease of use and automation for Infor.



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The Infor testing journey



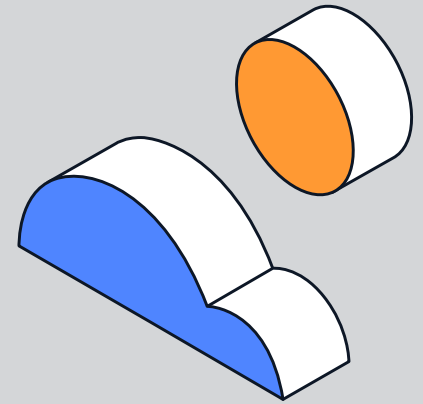
UAT is just one part of the testing journey, albeit an essential one. It should be part of a strategic, phased and ongoing approach to building your testing capability that will be key to long-term success with Infor:

- Start by mapping out business processes and establishing baseline test cases that map to key Infor and other integrated business processes.
- Generate test evidence and audit trails during initial Infor migration testing.
- Build out a library of reusable automated test cases for ongoing Infor testing.
- Introduce automated regression testing to expand testing scope over time.
- Free up users from repetitive Infor validation tasks to focus on new scenarios and edge cases.
- Detect changes versus baselines to quickly identify any regressions.



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Real-world examples



Successfully automated testing during Infor Cloudsuite migration

Rexel are a mature UAT partner that has been through the whole process of capturing business processes and creating the relevant scripts. Now, with every monthly patch, they have a great many automated scenarios that they can run through.

With regression testing, they're now able to see what impact the changes to Infor have had across their whole ecosystem, whether expected or unexpected, positive or negative. They regularly share these with the Infor community so other users can learn from each other's challenges.



Zero bugs in live environment and full weekly regression testing

This SAP customer carries out automated weekly regression testing over SAP which, in the last 12 months alone, has saved them from three major IT disruptions.



Halved testing time on major Infor upgrade across 6 countries

Valmet reports that adopting this approach to UAT has saved the business over 4000 hours in testing time.



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About Original Software



Founded in 1996, we've been working with clients in the Infor community for over 10 years and are proud to be part of the Infor App Marketplace. Our truly code-free software products cover all aspects of end-to-end application testing.

Visit our website

originalsoftware.com

