

ServiceNow ATF Implementation for a US-based Chemical and Ingredients Distributor and Provider



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SYSTEMS 

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ABOUT THE CUSTOMER

Operating for close to 100 years, the client is a global chemical and ingredients distributor and provider of value-added services. Headquartered in Illinois, some of the areas of specialties of the client include agricultural chemicals, chemical manufacturing, bio-fuels, waste management, and chemical distribution.



CHALLENGES

The client was leveraging a custom application, which was highly business-critical. Although, the application was reasonably stable and had only minimal changes, its high criticality demanded seamless and up-to-date functioning at all times.

The client faced the following technical and business challenges:

Technical Challenges

The client was in a dire need to ensure that their testing practice was carried out error-free while completely eliminating human intervention. Performing User Acceptance Testing (UAT) manually proved to be troublesome as the workflow and logic involved was very complex. The client did not maintain proper documentation of test cases. So, there wasn't any means available to track and verify if the Functional Testing was carried out fittingly.

Business Challenges

The involvement of CISO and other C-level executives meant even a minor bug could prove to be catastrophic. The client was spending significant efforts and consequently high costs on testing from time-to-time.

SOLUTION

After thoroughly analyzing the environment, Aspire on-boarded a pool of ServiceNow experts and proposed a fixed-bid approach for the project. After understanding the process in detail and documenting the flow, the team defined around 102 test scenarios overall with 230 test cases enclosed. The team then defined the corresponding Test Steps under each of the Test Cases and documented the same within ServiceNow. After successful approval from the client's process owner, the team proceeded to execute scenarios in the Test environment of the client instance. In addition to adhering to the scope of ATF, Aspire also methodically documented the workflow in a Swimlane diagram.

RESULTS

As a result of platform enhancement by Aspire:

- The application now stands error-free through changes and upgrades as all the prevailing issues were sorted out in Test using ATF
- We also successfully eliminated the redundant spend in terms of efforts and thus the concurring costs



90%

costs on manual testing eliminated



10%

process efficiency enhancement

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ABOUT ASPIRE

Aspire Systems is a global technology services firm serving as a trusted technology partner for our customers. We work with some of the world's most innovative enterprises and independent software vendors, helping them leverage technology and outsourcing in our specific areas of expertise. Our core philosophy of "Attention. Always." communicates our belief in lavishing care and attention on our customer and employees.

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