



Managed Testing



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# INTERNATIONAL BREWING COMPANY MANAGED TESTING SERVICE





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## Summary

Edge Testing (“Edge”) has worked with International Brewing Company for over eight years, initially providing adhoc services and latterly over the last six years providing a managed test service through their test partnership agreement. During this six year period Edge have worked closely with the client to provide the required level of services and the appropriate level of supporting management to ensure services are delivered on time, to the appropriate standard and within budget. Edge has worked on projects in SAP ERP, BW, APO, CRM and HR. Additionally, we have worked in non-SAP areas such as e-commerce.

## Company Background

The International Brewing Company is the country's leading beer and cider business. It employs around 2,300 people and, as well as making ciders and beers, it manages around 1,300 British pubs.

They have breweries in Manchester, Tadcaster and Edinburgh and it's cider business is based in Herefordshire.

## Project Overview

Edge were appointed as the International Brewing Company's Test Partner to provide a managed testing service, to support the delivery of a significant and ongoing demand for IT enabled business change within the client's UK Business Systems area.

## Solutions

Edge provides a comprehensive managed testing service to the client, which has played a vital part in the successful of delivery of projects. The managed service includes the delivery of thought leadership and consultancy in the development and implementation of new testing techniques and policies. In addition, the supply of value added services are provided, including training, staff development and proactive management of the test teams to ensure optimised deployment knowledge. Examples of projects delivered include:

**Full SAP Upgrade v4.6 to v6:** The project had an ambitious and aggressive delivery schedule, aiming to deliver the upgrade to production in a three-month widow from system testing through to go live. This meant that a risk-based approach to testing was required to ensure that the higher priority/risk transactions and processes were tested early. Edge Testing, working within the client's SAP Consultant team created a test strategy which took into

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consideration active SAP transactions, prioritising for business criticality based on frequency of use in the previous year. These were then further assessed for business criticality.

As well as managing the system integration test phase, the Edge Team worked closely with the end users during the business regression test phase (UAT) to develop day in the life scenarios, drawing on the business testers domain expertise and providing them with testing skills through workshops and pair working. This collaboration included training on HP Quality Center for storing and executing tests as well as fundamental training on testing.

This approach provided the client with long term testing capability within their own teams as well as both relevant SIT and UAT regression packs.

**SAP WMS Install:** This project was initiated following an internal review of the Tadcaster warehouse. The core warehouse logistics processes of put-away, location management, picking and dispatching were all manual. The scope of the project was to replace these manual processes with an integrated end-to-end warehouse. The business requirement also extended to having the ability to track and trace finished goods.

SAP warehouse management was the software platform for this project that ran a centralised warehouse system on the current SAP ECC 6.0 system.

**Contact Centre Upgrade:** upgrade of the UK contact centre covering the integration of new and existing applications delivered by third parties: Genesys: OCS and Routing, Hyperion, WFM, AOK, Tiger, NICE, Cisco, & CC Pulse. The Edge team worked with the third parties to ensure delivery of software into the client's environment met agreed standards. Edge then managed the successful delivery of user acceptance testing engaging with the business areas across the Contact Centre.

**e-Commerce:** To meet the demands of its customer base to move away from a call centre ordering process the client engaged with a third party to provide an enhanced customer experience, secure and 24x7 e-commerce site.

Through its managed testing service Edge provided a Test Manager onsite at the premises together with a team offsite to undertake the test scripting and execution. This included Functional, Regression and Device and Compatibility Testing (including desktop PC browsers and MAC OSX)

**Payroll Transition:** the project involved moving the existing Payroll from its current supplier to a new supplier. The project involved working closely with

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Human Resources, IT Business Systems teams and the Brewing Operations Sites.

The project involved the Human Resources SAP system integrating with the Core system through an Interface and into the new Core Time/Attendance and Core Pay System at Capita. Production of Pay slips both online and paper and extracts to HMRC and Pension Provider for Pensions contributions, Finance and HR reports.

## Benefits

The Edge managed testing service includes:

- The delivery of test management and assurance for major initiatives
- Supporting large scale programmes and projects through test management, delivery of testing teams and test personnel onsite and offsite
- Advisory and technical services focused on the use of test management, test methodologies, test automation and performance testing tools
- Delivering on demand, remote e-commerce and mobile testing services
- Improving a client's testing and quality assurance process through a culture and passion for testing, aligned to an extensive depth and breadth of testing expertise which allows our clients to glean the necessary business benefit that can be derived from the effective use of testing.
- Flexibility to ramp up resources to address project peaks, as well as reducing the number during periods of downtime. This model further benefits the client by providing value added benefits to the cost model when resourcing levels are maintained
- Management of resources, which allows the client knowledge to be retained by managing the resource pool accordingly
- A focus on quality and ability to engage with development teams and senior stakeholders for the benefit of the business
- A dedicated Service Delivery Manager delivering a proactive approach to ensure that any questions or risk can be dealt with effectively. The

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manager works closely with the client to optimise service delivery and to ensure the right level of engagement is provided

- Value added benefits in the form of training and workshops to support the client to establish new techniques and methodologies.

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