

The Challenge

The customer was implementing Oracle Applications software in more than 40 pharmaceutical manufacturing and development sites worldwide over the course of 5-6 years. The Oracle Applications ERP system manages logistics, finance, planning, production, and HR activities.

The client needed experienced, proven testing experts to take responsibility for all testing processes and activities.

- ★ Pharmaceutical industry regulations
- ★ Global project in more than 35 countries
- ★ Complex business processes, and testing the interfaces with dozens of existing business systems
- ★ Tight project schedules, including 3 or 4 parallel implementations, and simultaneous projects

The Solution

Tescom was asked to design, manage, and execute tests for business processes and customizations of the ERP system, create testing methodologies for the ERP roll outs on new sites, supervise the testing process of local subcontractors on all sites, plan and execute regression tests, data conversion tests, plan and approve validation materials. Continually ensure project compliance to pharmaceutical industry regulations.

- ★ Test plan, management, design and execution
- ★ Testing resources – including HP Test Director for Quality Center
- ★ Quality assurance
- ★ Management consulting

The Result

In addition to the testing services contracted, Tescom also discovered several defects in the customizations and newly developed portions of the customer's ERP system. The quality of the system was also increased because Tescom trained the local project teams in test quality improvement.

Tescom helped improve test process electivity by providing a "bank" of test scripts to each new local implementation of the system. This basic testing model was then updated to fit the specific projects for each location, saving the customer's IT team weeks of work!

The Customer

The customer is a global pharmaceutical company specializing in the development, production and marketing of generic and proprietary branded pharmaceuticals and active pharmaceutical ingredients.

Among the top 20 pharmaceutical companies in the world, the customer has over 28,000 employees worldwide and production facilities in Israel, North America, Europe and Latin America.