A major UK retailer slashes Now Platform® upgrades by four weeks

75%
more automated test coverage

84
days of work effort cut from the upgrade cycle

4
weeks eliminated from the upgrade timeline

The challenges

Turning ideas into innovation is critical to maintaining a competitive edge in retail. A leading UK retailer capitalized on the innovative potential of ServiceNow—and in doing so made customizations that limited the ability to take advantage of automated testing. With only a modest 4% to 5% test coverage, the company knew that they needed to improve the efficiency and effectiveness of their testing process.

The solution

The retailer set its sights on AutomatePro. Unlike the retailer's previous tools, AutomatePro was specifically designed for ServiceNow and seamlessly aligned with the retailer's existing technology infrastructure—offering a potential level of precision and integration previously unattainable. AutomatePro's AutoTest module allowed the retailer to create and maintain critical pathway tests with minimal user input. For the software development team, this meant higher productivity and faster time-to-market through the automation of testing procedures and broader test coverage. As a result, the retailer reduced its ServiceNow upgrade timeline by 84 days. AutomatePro's upgrade comparison reporting allows the retailer to document any changes and fixes between family and patch upgrades, keeping developers up-to-date and helping resolve issues faster. And in contrast to the retailer's other tools, AutomatePro's AutoDoc module generates documentation at the click of a button, written in simple and accessible language. AutoDoc also provides screenshots in each document, with the ability to automatically update documentation when running a regression pack.

Today, testing is no longer a drag on innovation. AutomatePro enables the retailer to leverage the Now Platform innovate at market speed, with greater confidence and less risk.

Industry:
Retailer

Location:
United Kingdom

People:
171,000 employees

Products:
Intelligent Test Automation & Documentation

servicenow. | ∞ AutomatePro

> **❝**
>
> **I used to be a doubter, skeptical about test automation after past bad experiences. But AutomatePro transformed our journey, turning doubt into belief."**
>
> ServiceNow Senior Software Engineer

> **❝**
>
> **Previously, we were stuck conducting tedious smoke tests. Thanks to automation, we can swiftly re-run tests and focus effort on progress post-upgrade."**
>
> ServiceNow Software Engineer

Why AutomatePro?

AutomatePro specializes in helping customers to realize the full potential of their investment in enterprise cloud platforms through their patented ServiceNow Test Automation and DevOps platform. Several Fortune 500 and FTSE 100 companies trust AutomatePro to save them time and money, and improve quality. AutomatePro is more than just an automated testing tool—it's a collaborative development environment that automates and speeds up every stage of the software delivery lifecycle, from requirements and design specifications through to implementation.

Learn More

servicenow.

servicenow.com