Pharmaceutical leader simplifies ServiceNow testing and upgrades using AutomatePro

99%
reduction in regression testing, from 13 working days to 3 hours

30–40%
time and cost reduction with first ServiceNow upgrade

76%
increase in test coverage with improved depth of testing

"

Implementing AutomatePro is saving us time and money, helping us maintain compliance, and providing better outcomes.

Director, DCM, ServiceNow

The approach

This global pharmaceutical leader had been a long-time customer of ServiceNow—but years of implementing multiple modules and complex customizations were putting a strain on the company's quality assurance and testing teams.

The business had previously attempted to automate ServiceNow testing using internal tools. However, because the tools only provided automated testing functionalities with no associated documentation, these attempts failed. The organization needed a solution that would alleviate the burdens of both testing and documentation for ServiceNow upgrades, patches, and releases.

servicenow. | ∞ AutomatePro

The need

Test documentation is critical for any highly regulated company. This is particularly true in the pharmaceutical industry. The stakes are high—and the consequences of errors can be severe.

The company needs these records to demonstrate to regulatory bodies that it has followed proper procedures. Without proper documentation, it can be difficult to prove that the testing process was thorough and accurate and show that its products are safe and effective.

In addition to supporting compliance, test evidence is important for quality control. A clear record of the testing process makes it easier to identify and address any issues that may arise during development. This can help prevent costly mistakes and delays. It can also ensure that the final product meets the high standards expected in the pharmaceutical industry.

Another pain point was the identification of human errors in the test scripts that eventually made it into production. This would cause an incident to be raised, which in turn needed to be fixed—at a financial cost to the business.

In terms of compliance, there were a number of common issues related to manual processes. These included out-of-date timestamps or old screenshots inserted in current tests and typos.

These pain points all contributed to rising frustrations while draining limited resources. The company needed to leverage automation to drive testing efficiencies and cost reduction. This would result in better, more productive, and high-value use for employee resources.

> **"**
>
> We're not just using the tool when we are upgrading or promoting a release, we are proactively running our regression bed on a scheduled basis so that we can be confident that our production environment is whole.
>
> **Director**, DCM, ServiceNow Platform

The solution

After an intense validation process, the pharmaceutical company engaged AutomatePro to review, improve, and build 400+ test scenarios covering 30 ServiceNow modules. First, the team needed to address the quality of the existing test scripts. Many were poorly written or outdated, with unclear instructions and ambiguous results. This made it difficult to understand a test's purpose, validate its relevance, or identify ways to improve it.

AutomatePro took a thorough, methodical approach to reviewing and updating each test script. In close collaboration with process owners and developers, they worked to understand the intended behavior of the software being tested. This allowed the team to ensure that new, automated test plans accurately reflected this behavior. In addition, AutomatePro identified the test scripts that needed to be updated or discarded. Then, the team implemented a plan to update the remaining test scripts.

Regulatory bodies require companies to maintain complete and accurate records of their activities and processes. This documentation helps the company track progress, identify potential issues, and take corrective actions promptly. It also plays a crucial role in audits and inspections and in maintaining compliance with applicable laws and regulations.

“

This would provide us with "zero touch" compliant processing. It's very exciting.

Director, DCM, ServiceNow Capability

AutomatePro used its AutoDoc module to create up-to-date test evidence at the touch of a button. The tool automatically captured timestamped screenshots of each step in the testing process. This saved time and reduced the risk of errors, ensuring accurate documentation.

The final challenge was the requirement for various departments to review and approve the test plan and validated test runs. AutomatePro implemented its State Management functionality to address this need. It enables a full audit trail of a test plan's lifecycle, and it stores test evidence in a central repository.

Automating the generation of approval requests saves time while reducing the risk of human error in routing requests to the wrong business users. And the centralized nature provides a single-pane view for both managers and auditors. Test evidence provides approvers with detailed information about the process, including highlighted screenshots from the test execution.

This makes the approver's job easier and reduces the need to raise queries with the quality assurance teams. Alongside test evidence, secure, encrypted snapshots of the test plan are stored in case of events requiring rollback or data migration.

Optimized test scripts
to bring them up to date

Increased quality and accuracy
of test documentation

Why AutomatePro?

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. With AutomatePro, you can reduce your costs and exposure to change risk by increasing your control of multi-stream development. Plus, it automatically produces release notes and a fully updated user guide.

LEARN MORE

servicenow.

servicenow.com