Rentokil Initial reduces testing effort by 99%

99%
reduction in team testing effort

50%
reduction in upgrade days

0
change freezes required

The challenges

As one of the world's leading providers of commercial pest control and business hygiene services, Rentokil Initial knows the importance of getting things right the first time. They can't afford any miscues with the services they deliver. That means rigorous testing of the Now Platform® is mission-critical for them. But due to extensive customization of their ServiceNow implementation and a reliance on manual testing, Rentokil was saddled with an arduous three-month upgrade cycle that limited them to just one upgrade a year. However, the company knew that staying current on ServiceNow is essential to realizing the software's full potential and maximizing ROI.

The time-consuming nature of manual testing pushed Rentokil to adopt a risk-based approach to decrease their testing overhead. But this led to defects leaking into production and caused other business-critical challenges. Also, because of their involvement in upgrades, process owners faced a 12-week change freeze, stalling innovation and delaying any productivity gains from the latest ServiceNow enhancements.

The solution

Rentokil implemented AutomatePro to streamline their ServiceNow upgrade process and remove the reliance on multiple testing resources. By using the AutoTest module, Rentokil increased the consistency, quality, and scope of their testing process—and they didn't have to bring innovation to a grinding halt to capitalize on the latest and greatest ServiceNow enhancements.

Industry:
Business Services

Location:
United Kingdom

People:
36,000 employees

Products:
Intelligent Test Automation & Documentation

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AutoTest advanced features dramatically accelerated the creation of end-to-end business process tests for ServiceNow. A weekly regression pack replaced the legacy approach Rentokil used, which reduced execution time from 50 effort days to less than 2 hours. And AutoTest immediately identified defects, helping resolve issues quickly.

Previously, most upgrade defects had surfaced during business-as-usual (BAU) testing. In contrast the Upgrade Comparison Report by AutomatePro gave Rentokil process owners the assurance that their process was included in the weekly regression suite, which meant they didn't have to wait for the annual upgrade to address issues. The net effect of the enhancements to the Rentokil upgrade process reduced their 12-week code freeze period to virtually zero—allowing vital configuration and development work to continue in parallel with any upgrades. Rentokil can now stay current with the latest ServiceNow release and take advantage of the most recent enhancements sooner.

> **Our testing now also covers the day-to-day feature releases. Before AutomatePro, we only had minimal testing by other developers, and with more and more developers releasing features, the testing was taking a back seat until we started utilizing AutomatePro."**
>
> **Pennie Turner**
> ITSM Platform Global Administrator & Engineering Lead, Rentokil

> **Continuous testing means we can more quickly catch issues when we make a change that breaks a process that we had forgotten would be impacted somehow."**
>
> **Mosh Jahan**
> Solutions Architect & Engineering Manager, Rentokil

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—while improving overall 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.

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