



CASE STUDY

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Knoll Automates EBS Testing with Opkey

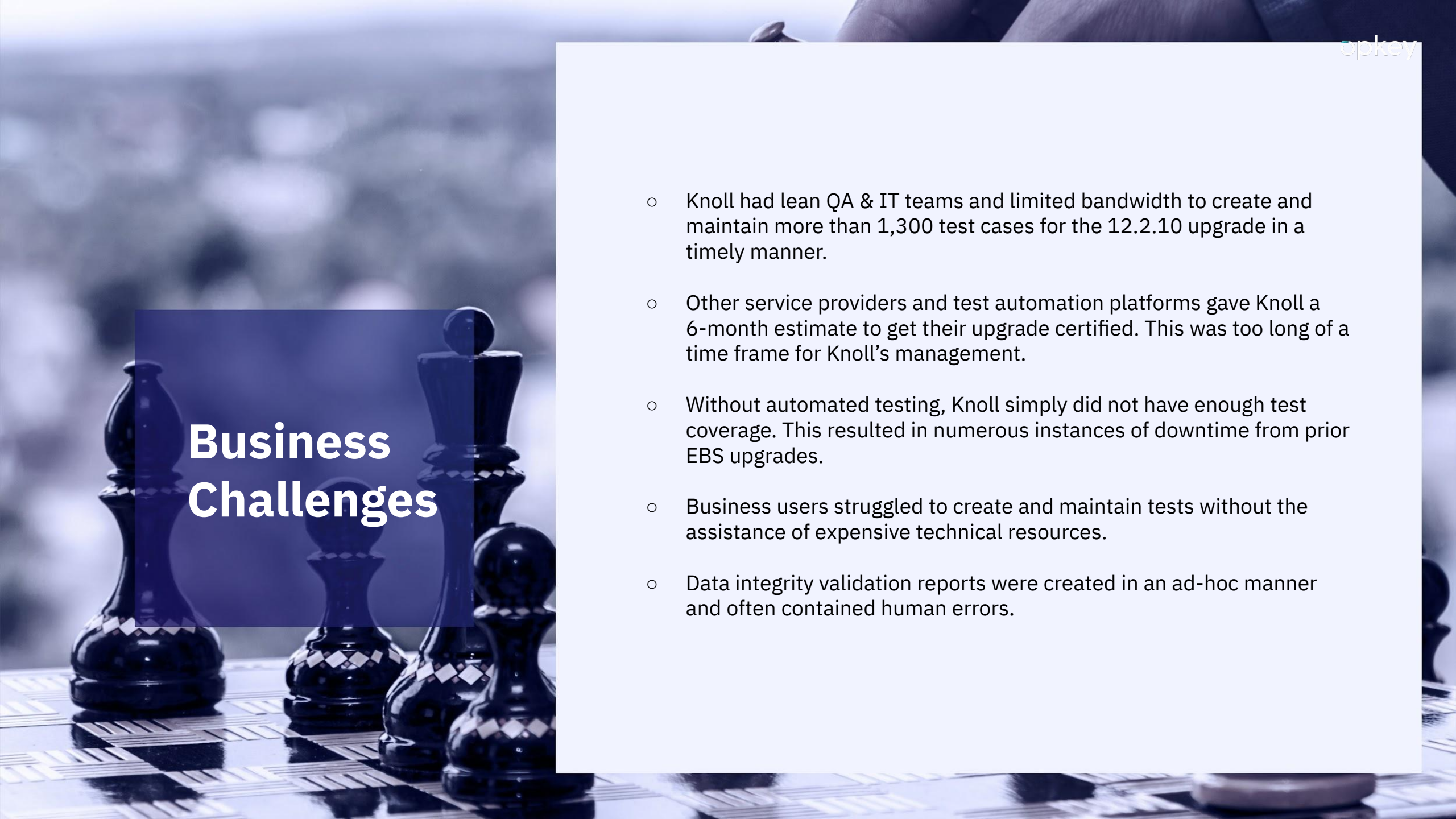
Reduces Test Cycle Time by 4 Months and Eliminates
Application Downtime



Customer Overview & Need

Knoll is an American design firm that manufactures office systems, tables, desks, and other items for homes and office settings. The company has roughly 3,500 employees and operates internationally.

Knoll struggled with their Oracle EBS upgrades, specifically 12.2.10. After evaluating over 10 managed service providers and test automation platforms, Knoll partnered with Opkey to automate their EBS testing.



Business Challenges

- Knoll had lean QA & IT teams and limited bandwidth to create and maintain more than 1,300 test cases for the 12.2.10 upgrade in a timely manner.
- Other service providers and test automation platforms gave Knoll a 6-month estimate to get their upgrade certified. This was too long of a time frame for Knoll's management.
- Without automated testing, Knoll simply did not have enough test coverage. This resulted in numerous instances of downtime from prior EBS upgrades.
- Business users struggled to create and maintain tests without the assistance of expensive technical resources.
- Data integrity validation reports were created in an ad-hoc manner and often contained human errors.

- Opkey's test accelerator, built from a library of over 2,000 Oracle test cases, filled in Knoll's test coverage gaps and helped them achieve optimal coverage.
- Opkey automatically generated an Impact Analysis report that provided Knoll the exact scope of what needed to be tested for the 12.2.10 upgrade. This allowed them to prioritize testing on configurations that actually needed attention.
- Opkey's no-code test builder allowed Knoll's business users to quickly create and maintain tests without the help of technical resources.
- Opkey's automated reporting capabilities provided Knoll with traceable and verified data that was trusted for compliance purposes.

Solutions

Results

- Opkey reduced Knoll's upgrade time from 6 months to 2 months.
- Opkey automated more than 1,200 test cases, freeing up IT and QA teams to focus on more important business processes.
- With Opkey's help, only 4% of Knoll's test scripts required changes with new patches & upgrades.
- Opkey enabled Knoll to push through ad-hoc configuration changes and minor updates more frequently by eliminating bottlenecks.
- Knoll no longer experience EBS application downtime.



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