Southwest Key Programs - Case Study

How automated testing helped overcome resource constraints to deliver UKG WFM & HCM projects on-time and on-budget

Overview

Southwest Key Programs is a Texas-based nonprofit organization that operates shelter facilities for unaccompanied immigrant minors and immigrant youth separated from their parents. It also provides youth justice alternative programming and educational programming.

The organization had made the decision to migrate from UKG Workforce Central to Workforce Dimensions, and also use a new UKG HCM solution.

Key Challenges

Southwest Key recognized the importance of testing their UKG WFM & HCM solutions, but faced several challenges:

1. They had resource constraints that prevented them from writing and executing the volume of tests required.

2. They had a fixed budget and needed to complete their testing as efficiently as possible within a strict budget.

3. They didn't have a clear test strategy, defined process or documented plan.

Key Results

4165 — Test Cases Written in 18 Days

3500 — Southwest Key People Hours Saved (SMEs)

80% — Test Cases Were Automated

890 — HCM Test Cases Written for End-User Workflows

> A lot of our customers have resource and bandwidth issues. TestAssure's automated testing can make it easier for customers to say yes to migrating to Workforce Dimensions and HCM!

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Approach

1 Established process for UKG WFM/HCM Functional, Integration, & User Acceptance testing

2 Leveraged our WFM/HCM library to quickly write a baseline of tests

3 Allocated our resources to provide breadth & depth of testing for complete test coverage

4 Created easy to understand tests to enable a smooth transition to the Southwest Key team

Additional Results

✓ **Functional Testing**: 4,165 test cases written (timekeeping, accruals, scheduling, user security, leave, and attestation) and >80% were automated.

✓ **HCM Testing:** Test cases written for 890 end-user workflows (benefits, performance, ACA, compensation, payroll, and user security).

✓ **User Acceptance Testing (UAT):** 150 use cases covering 4 distinct personas. Tests were easy to understand and used for training end-users during roll out.

✓ **Integration Testing:** 364 test cases created with the integration budget focused on the high-impact areas i.e. Person Import and Payroll Export.

Conclusion

Southwest Key overcame its resource constraints by leveraging TestAssure's test case library, processes, and automated testing platform. TestAssure established a process for WFM and HCM testing, quickly wrote test cases, and improved test coverage in a very short time and on budget. The result was a smooth engagement and a successful UKG WFM and HCM go-live for Southwest Key Programs and its employees.

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