



# Southwest Key Programs

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

## BACKGROUND

Southwest Key Programs is a Texas-based non-profit 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 decided to migrate from UKG Workforce Central to UKG Dimensions, as well as a new UKG HCM solution.

## CHALLENGES

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

1. They lacked the resources for writing and executing the volume of tests required
2. They 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

**4,165**

Test Cases  
Written  
in 18 days

**3,500**

People Hours  
Saved (SMEs)

**890**

HCM Test Cases  
Written for End-  
User Workflows

**80%**

Test Cases Were  
Automated

*"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 UKG Dimensions and HCM!"*

**- Holly Voden, ENT Senior Sales Executive, Healthcare at UKG**



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

**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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