CASE STUDY: reducing test effort for pharmaceuticals
Company Overview
This multinational pharmaceutical company is a customer of Salesforce through Veeva CRM, a specialized CRM solution for the life sciences industry, built on Salesforce’s Force.com platform. They also use Content Management System OrchestraCMS, which is integrated with Salesforce applications and data.

The Challenge
Regression testing is a crucial part of every release. This consumes vast resources at this company due to the level of manual testing required each time: in just 2014, they completed a total of 54 releases.

The company had a vision to reduce manual testing effort through automation, but struggled to find the right solution. After spending time and money building a regression suite using other automation tools such as Selenium® and QTP®, they still hadn’t found an optimized or scalable solution. There was also a maintenance cost to unintegrated tools: every minor change in workflow had to be reflected in external scripts. The process was time-consuming and expensive and was delaying releases.

They came to Provar to see whether an integrated tool could fill the gap.

The Solution
Provar is an end-to-end test automation tool designed for Salesforce. Because Provar is tightly integrated with Salesforce, it provides a more efficient way to implement automation. Minor environment changes to an environment become easier to accommodate, taking away the pain of maintenance and the difficulty of scaling.

Using Provar, the company was able to get up and running in a short period of time. They ran 20 days of workshops, targeting 15 complex scenarios which covered all the areas of workflow. In the time given, they found that two complete beginners were able to create more than 20 scripts – this was a larger number than expected, and also included time to learn using the tool!

The company found that Provar handles testing Veeva and OrchestraCMS very efficiently, and that it required far less effort to implement than other tools. Provar also gives the ability to execute the same set of automation scripts on multiple environments, which offered significant efficiency savings.

The Results
For this company, implementing Provar not only helped reduce testing time and effort, but it also helped increase test coverage of different permutations.

Today, they have a greater confidence in each release, knowing that the risk of release has been greatly reduced with a complete testing tool.
Technical Solution

The company noted a number of specific areas in which Provar excelled where their previous tools had struggled.

- **S-control support**: Veeva uses s-controls, an older Force.com technology that has been superseded by Visualforce. Provar’s integrated solution handles these easily, unlike traditional tools where they proved difficult to manage.

- **Support for embedded frames and tables**: Veeva and OrchestraCMS both involve the use of embedded frames, nested frames and tables. The automation of testing these elements is complex and laborious in many standard tools. Using Provar, these could be handled automatically in a single step, and the complexity hidden from the user.

- **Automated frame switching**: Veeva involves switching between frames and screens, which can be a stumbling block for other tools but is handled automatically by Provar.

- **Tab management**: OrchestraCMS manages screens based on tabs (Task, Content etc.). Each Tab defines a frame, whose index or locator is dynamic, and each frame further contains nested frames and tables inside it, making it extremely complex to automate. Provar has inbuilt support for OrchestraCMS, allowing direct navigation to Tab home screens to speed automation. Provar also populates and handles tabs automatically, supporting navigation between different tabs quickly and automatically, and hiding the complexity from the user.

- **Environment management**: Provar maintains its own algorithm for calculating Visualforce locators independently of the environment. This makes it easy to run scripts across multiple environments and with multiple users.

- **On-screen navigation**: Provar’s ‘On Screen’ functionality takes the user directly to the relevant object screen, removing the need for login and additional screen navigations, and speeding up the automation process.

- **Support for related lists and dynamic list screens**: Veeva uses related lists and other dynamic list screens which other tools struggled to handle. Provar has inbuilt support for dynamic related lists and list screens, making it easy to search and locate elements.

**Want to know more?**

Want to find out how Provar can help your company reduce testing time and drive better ROI? Get in touch today for more details or to arrange a demo.