

# Digital Transformation

How Carhartt increased productivity and  
streamlined their Test Management capability  
using SAP Solution Manager Test Suite  
- Focused Build

# CARHARTT'S DIGITAL TRANSFORMATION STORY

Carhartt is an iconic, U.S.-based workwear company founded in Detroit in 1889, that is best known for manufacturing high-quality products for hardworking people, including jackets, coats, overalls, coveralls, vests, shirts, jeans, dungarees, fire-resistant clothing, hunting gear, and more.

About two years ago, Carhartt embarked on an ambitious program to overhaul multiple aspects of its business by planning a full digital transformation of the enterprise. This included front end systems located at storefronts, online ordering systems and every aspect of the digital spectrum including back-end core systems located in the on-premise datacenter. This is a large scale, ongoing operation, involving both their retail and wholesale businesses and partners on a national and global scale.

KochaSoft Inc. performed the migration of Carhartt's on-premise SAP systems to SAP Business Suite on Azure cloud and are currently engaged in a long-term journey with Carhartt Inc. by providing full AMS solutions for their Azure landscape.

**During this digital journey, Carhartt has engaged with various industry leaders who are providing their expertise helping Carhartt drive their digital transformation.**

It was during this project that KochaSoft was brought on board to plan, execute, and support the aforementioned on-premise migration.

KochaSoft designed and implemented a customized greenfield solution, which included building SAP S/4HANA, SAP CAR, SAP SLT and SAP PO systems in Azure.

Currently, KochaSoft is engaged in a long-term journey with Carhartt by providing full AMS solutions for the Azure landscape, monitoring of SAP systems, backup and restore services and Solution Manager support.



# 01

## Business Challenge

At KochaSoft, more than 60 SAP experts are at the customers' disposal for strategic consulting and technical implementations of SAP solutions.

### Streamlined testing for SAP Solution Manager

Carhartt previously used MS Excel for Test Management during Phase 1, mainly because the learning curve of Excel is low, and the employees can be on-boarded quickly. However, Carhartt's senior management team realized that their employees were often busy with repetitive, low-value testing processes. Key issues that the company faced with Excel occurred during the planning, preparing, organizing, sequencing, assigning and reusing of the Testing artifacts (i.e. the Test Plans, Test Sequence, Test Packages and Test Cases).



As Carhartt's business testing scaled, Excel became a serious bottleneck. The more the test data grew in volume, the harder it became to manage it. Updating and managing the test data across spreadsheets soon became an endless, time-consuming, and an error-prone process. The problem with this approach is, as the requirements grow and change, the test cases change as well. Besides, all the test executions, new test case versions and the test data is stored across many spreadsheets. And to look for some information, one would need to juggle hundreds, or even thousands of test cases across an array of spreadsheets.

This hampered the productivity within teams and the completion of testing. Additionally, there was no proper way to visualize the testing data due to the lack of single source of information. Moreover, Carhartt realized Excel was not secure, as it couldn't enforce group level restrictions. There is no change or audit trail with Excel, making it difficult to figure when a risky activity is taking place in the organization.

**Having clear standards and security permissions was crucial for Carhartt.**

# 02

## Streamlining SAP testing for Carhartt

Eventually, Carhartt decided that Excel could not support safe and secure testing. They needed to look for ways to streamline the performance of SAP testing in Phase 2.

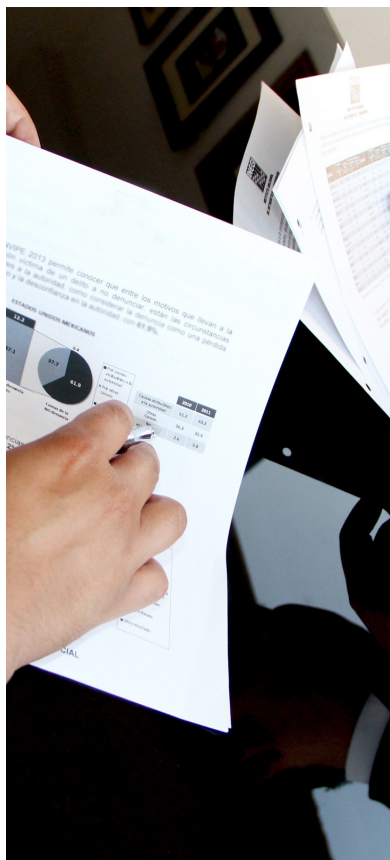
### Joining Forces With KochaSoft

Carhartt joined forces with KochaSoft to replace its manual testing processes with a fully digital **SAP Solution Manager Test Suite**. Carhartt looked no further as SAP Solution Manager Test Suite marked all the checkboxes of an ideal testing solution for Carhartt. The objectives were clear: to build a systematic framework for testing and a structured methodology to support these initiatives.

In fact, SAP Solution Manager Test Suite would not only deliver scalable and quicker test procedures but would also **reduce the operational costs, cut IT administration tasks** and eliminate errors that would otherwise make it into production.

The solution also had the capability to tie into both SAP and non SAP systems or integrate with defect management systems, such as Worksoft.

**These testing integrations work for both on-premise and on the cloud. This include SAP Business Suite applications, non-SAP applications, and SAP S/4HANA.**



Great products start with great testing.

Although the standard manual testing with SAP Solution Manager provided streamlined Test Management processes, the test case documents were still created in Word or Excel.

There are many challenges associated with it. For example, with this approach, a test engineer can neither aid a test case designer during the design nor a tester during execution of a test case. There is no way to control content quality, or to provide any reporting or analysis of the content. Moreover, the test managers wouldn't have a chance to reuse or link any test cases smoothly into the testing artifacts.

## SAP Focused Build & Insights 2.0

*The major pain points: poor user experience and architecture limitations. These were addressed in Solution Manager 7.2 SP11 and has resulted in easier navigation and enhanced functionality that users have been wishing for. With SAP Focused Build and Insights, a completely new way of manual testing with SAP Solution Manager has been introduced. The solution is designed to provide a ready-to-run process for agile projects. It covers all activities from test case design to test execution and reporting. It caters to modern Fiori applications to enable a state-of-the-art user experience.*

The deep integration into Solution Documentation and Process Management significantly accelerates the test case design. With this new approach:

1. You can create Test Steps test cases by navigating to the Fiori application Test Steps Designer, describe the steps to be executed directly in the application and assign these test cases to Solution Documentation as a starting point for manual test cases
2. Having prepared and assigned relevant test cases, you can create the test plans, packages, consume the test cases, assign testers and release test plans
3. Once a test plan is released, an e-mail notification is sent to the first tester in the sequence to begin testing
4. The testers can login to **My Test Executions**, where they can find all manual test cases which are assigned to them. Testers are guided during the execution and they document the results directly in the application. They can create defects and assign to developers
5. An in-depth reporting on step level is available via the dedicated FocusedBuild **Test Suite Dashboard**

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## Implementation Overview

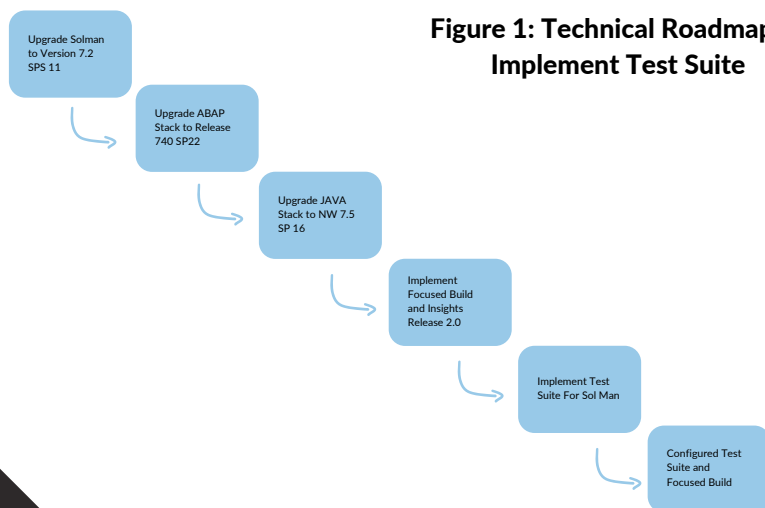
KochaSoft worked with the team at Carhartt to define a clear roadmap to implement SAP Solution Manager's Test Suite for Carhartt and obtain maximum value out of it. The implementation time depends on a lot of factors, including the number of desired Test Suite applications, a current version of the target system, as well as additional configuration and customization.

For Carhartt, the Test Suite implementation project took **just six weeks** from inception to finish. They defined the project requirements and the capabilities that were needed to be configured within the system and the KochaSoft team determined how those elements matched to the business processes.

By working with the Carhartt team, KochaSoft developed an initial overarching strategy as follows:

- Established the expected outcomes and reached a common understanding
- Defined the organizational model, mapped the business processes to the system
- Determined the upgrade strategy for Carhartt's Solution Manager
- Created the implementation strategy of Test Management for Solution Manager
- Outlined the project timelines and go-live
- Designed training and change management strategy for Carhartt's Test Management stakeholders

**Figure 1: Technical Roadmap to Implement Test Suite**



From that strategy, the project was broken down into the following phases...

**Phase 1:** SAP Solution Manager upgrade

**Phase 2:** Focused Build setup

**Phase 3:** Solution Manager Setup

**Phase 4:** Test Suite Configuration

**Phase 5:** Go-Live, end user training and hyper care

## The KochaSoft Methodology

**Ongoing, Effective Communication:** To achieve project objectives, KochaSoft integrated an effective communication plan into each phase of the implementation project that involved weekly status meetings between the project committee and the implementation team from the date the project kicked off.

**Customer-Centric Feedback:** By doing this, we ensured that the customizations met Carhartt's most important objectives and were able to, if needed, incorporate additional customizations later.

**Agile and On-Deadline:** Overall, we wanted to make sure that Carhartt got access to the implementation much sooner in order to meet their expected go-live date and to be fully functional in time to meet the demands of Phase 2 testing season.

At KochaSoft, we help our SAP customers review their current and future management requirements. Then, we develop a roadmap & strategy for transitioning to SAP Solution Manager 7.2 Test Suite.

## End user training

KochaSoft ensures that the customer is completely happy with their new system and the processes. To do this, KochaSoft exchanged training documents throughout the implementation phase of the project, and once Carhartt went live with Test Suite, KochaSoft shared in-depth training artifacts on Test Suite, conducted a 3-day training session with live demos and required users to review these materials as homework.

These documents explained the purpose of the system, their role in using it and its importance for their business. This homework kept users engaged with the system and ensured the most ROI out of the system.

## Change management

Embracing change is a requirement for growth. KochaSoft took a look at the following key metrics and KPIs to measure success in change management at Carhartt:

- Customer's readiness assessment
- Customer's engagement, buy-in, and participation measures
- Collaboration effectiveness
- Customer's feedback and satisfaction
- Training participation, tests and effectiveness
- Usage and utilization reports such as volume of auto Test Suite e-mail exchange and Test Suite dashboard reports
- Internal help desk metrics, such as tickets solved, tickets reopened and ticket escalations
- Project KPI measurements
- Benefit realization and ROI
- Adherence to timeline





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## Evaluating Project Success and KPIs

From an ongoing project perspective, the key performance indicators (KPIs) that are evaluated include:

- Visible results
- Measurable impact
- Tangible benefits
- Generalized improvements
- Internal indicators
- Strategic advantage



It's crucial to examine all factors relating to increased operational efficiency in a long run. Constructing a systematic and holistic performance framework, to assess Test Suite implementation efforts, is therefore essential to subsequent decision-making.

## Conclusion

Ultimately, businesses that diligently map the project in the beginning will be best equipped to move forward with Test Suite implementation. This means understanding project goals, creating realistic expectations and timelines, fully understanding the potential of the application.

After the go-live date, KochaSoft team is extending hyper care support for Carhartt's Test Suite applications, releasing precious time for Carhartt's team to focus on business innovation. By teaming up with KochaSoft to deploy and support SAP SOLMAN Test Suite, Carhartt's staff can now move away from repetitive testing tasks and dedicate their time and skills to higher-value activities to boost profitability and efficiency.



**carhartt.**

**Following the successful outcome of this project with KochaSoft, Carhartt is looking forward to continuing the alliance with KochaSoft, to keep transforming and digitizing the business.**

# CARHARTT TESTIMONIAL

"Kochasoft has proven to be a great partner to Carhartt in our S/4 cloud implementation and in this engagement for implementation of Solution Manager for test management. They have worked diligently to get Carhartt started on a path with Solution Manager that will allow us to continue to build out functionality.

**I look forward to continuing to partner with Kochasoft on Solution Manager in the future."**

**Chad Poe, IT Program Manager,  
Carhartt Inc.**



## ABOUT KOCHASOFT

**KochaSoft is the world's most reliable, agile cloud migration solutions partner.**

As a globally-based entity, KochaSoft provides world-class sustainable, scalable, optimized cloud solutions with a cost-efficient model, exceptional quality, and unbeatable expertise.

*Is your company looking to migrate its infrastructure to the cloud?*

***Schedule a demo with one of our experts today.***

**Contact Us**