

Streamlining Enterprise Automation in the Energy Industry with SOAIS and Tricentis Tosca

INTRODUCTION

The energy industry, known for its complex operations and vast scale, relies heavily on robust systems to manage and optimize business workflows. In an effort to improve operational efficiency and streamline processes, a leading player in the energy sector sought to expand its automation capabilities. While equipped with advanced tools like Tricentis Tosca, the organization faced significant challenges automating end-to-end business processes across SAP, web applications, and file movements between Unix and Windows systems.

Recognizing the need for expertise, the organization partnered with SOAIS, leveraging its intelligent automation solutions and deep domain knowledge. This collaboration enabled the energy industry leader to overcome barriers, enhance testing reliability, and realize the full potential of its automation investments.

Business Challenges

Complexity of End-to-End Process Automation

The energy industry's operations span multiple systems, including SAP, web applications, and cross-platform file transfers. Automating workflows such as order processing, supply chain management, and finance required intricate configurations and robust test scripts. The dynamic nature of these workflows led to frequent disruptions and rework, delaying deployments.

Multiple Platforms and Environments

Managing automation across Unix and Windows systems presented unique challenges. File movements required careful handling of permissions, formats, and configurations, further complicating automation efforts. Integrating these disparate platforms into a seamless workflow posed a significant hurdle for internal teams.

Limited Internal Expertise in Automation

Despite having access to Tricentis Tosca,

internal teams lacked the expertise to fully harness its capabilities. Automation efforts were fragmented and inconsistent, causing delays and limiting scalability. The absence of a strategic approach to automation further exacerbated these issues.

Business Functional Users Overburdened

Business users faced repeated demands to explain processes to IT and QA teams, consuming significant time and resources. This inefficiency hindered productivity and delayed automation efforts. A lack of collaboration tools and expertise added to the burden, leaving users stretched thin.

Soais Solution

SOAIS addressed these challenges by implementing a tailored solution centered around Tricentis Tosca. Through mentoring, strategic guidance, and hands-on support, SOAIS empowered the organization to streamline its automation processes and reduce inefficiencies.

Mentoring on Tricentis Tosca

SOAIS provided extensive training and mentoring on Tricentis Tosca, covering best practices for automating complex workflows, creating stable scripts for dynamic interfaces, and managing cross-platform integrations. This knowledge transfer equipped the organization's teams to tackle complex automation challenges with confidence.

End-to-End Workflow Automation

Critical workflows, such as SAP order management and procurement, were automated with precision. SOAIS' methodology ensured that scripts mirrored real-world user interactions, minimizing disruptions and enhancing reliability. Cross-platform file transfers between Unix and Windows systems were streamlined, ensuring seamless operations.

Reducing Business User Involvement

By leveraging SOAIS' expertise in SAP and industry-specific workflows, automation and manual testing tasks were handled independently. This reduced the need for business users to repeatedly explain processes, saving 30% of their time and allowing them to focus on strategic activities.

Scalable and Flexible Automation

SOAIS developed reusable automation scripts and objects, creating a sustainable framework adaptable to future business needs. This scalability ensured the organization could extend automation efforts to new systems and workflows without significant rework.

Key Benefits

50% Reduction in Testing Effort

Automation halved the time spent on testing, freeing resources for innovation and strategic initiatives.

40% Cost Savings

Streamlined automation reduced operational costs, optimizing resource allocation.

30% Time Savings for Business Users

Minimized involvement of business users in testing processes saved significant time and improved productivity.

Higher Accuracy and Reliability

Stable automation scripts achieved 99% accuracy, reducing errors and enhancing workflow consistency.

Accelerated Release Cycles

Testing cycles were reduced by 70%, enabling faster deployment of updates and features.

CONCLUSION

By partnering with SOAIS, the energy industry leader transformed its automation capabilities, achieving significant efficiency gains and cost savings. Through intelligent automation, the organization reduced the burden on business users, streamlined cross-platform workflows, and accelerated release cycles. This success underscores the transformative potential of expert-guided automation in driving operational excellence in the energy sector.

