

Transforming Workday Testing with SOAIS and Worksoft Certify: Efficiency, Accuracy, and Reduced Effort

INTRODUCTION

The semiconductor industry, characterized by rapid technological advancements and intense competition, relies on operational excellence to stay ahead. A global leader in this industry sought to streamline its HR operations powered by Workday, a comprehensive human capital management platform. Despite its advanced capabilities, frequent update cycles in Workday posed significant challenges, including time-intensive testing processes that strained resources. To address these challenges, the organization partnered with SOAIS, leveraging their expertise in intelligent automation and Worksoft Certify. This collaboration resulted in a robust automation strategy that reduced testing effort, improved accuracy, and ensured seamless HR operations during updates.

Business Challenges

Business Functional Users Time

Business users faced repeated requests to explain processes to IT and QA teams, diverting time from their day to day responsibilities. This inefficiency highlighted the need for a solution that minimized their involvement while maintaining robust testing processes.

Lengthy Testing Cycles

The organization maintained numerous test scripts to validate HR processes like payroll, talent management, and employee onboarding. As updates introduced changes, manual execution of these scripts became time-consuming, extending release cycles and delaying feature rollouts.

High Manual Effort and Resource Consumption

Manual testing required significant involvement from HR and IT teams, consuming hours that could be better spent on strategic initiatives. Human error further complicated the process, leading to

inconsistencies and the need for rework.

Inconsistent and Delayed Feedback

Feedback from manual testing was slow, often identifying issues late in the release process. This reactive approach increased uncertainty and disrupted planning for subsequent updates.

Need for Continuous Testing

Frequent Workday updates required continuous testing to ensure compliance and functionality. Maintaining this consistency across cycles added complexity and increased the operational burden.

Soais Solution

SOAIS delivered a tailored solution using Worksoft Certify to automate and optimize the organization's testing workflows. Key components of the solution included:

Automation of Critical Test Cases

SOAIS collaborated with HR and IT teams to identify essential workflows, such as payroll

processing and employee onboarding, and developed automated test scripts. These scripts mimicked real-world interactions, ensuring reliable validations with minimal manual intervention.

Seamless Integration with Workday

Worksoft Certify was integrated with the Workday environment, enabling automated tests to run alongside update cycles. This seamless approach aligned testing processes with update schedules, reducing delays and improving efficiency.

Reducing Business User Involvement

SOAIS' expertise in Workday processes allowed for independent management of automation tasks, saving business users 30% of their time. This enabled users to focus on strategic priorities while ensuring comprehensive testing coverage.

Continuous Script Maintenance

SOAIS implemented a maintenance framework to keep test scripts updated as Workday evolved. This proactive approach ensured the integrity of automated tests despite changes in workflows or system configurations.

Real-Time Feedback and Reporting

An automated reporting system provided real-time insights into test results, enabling rapid identification and resolution of issues. This improved the accuracy and reliability of update deployments.

Key Benefits

70% Reduction in Testing Time

Automated testing significantly shortened testing cycles, enabling faster deployments

and reducing delays in delivering updates.

40% Cost Savings

Efficient workflows and reduced resource requirements resulted in substantial cost savings, optimizing the organization's testing operations.

30% Time Savings for Business Users

Minimized reliance on business users for testing allowed them to dedicate more time to high-value activities, enhancing productivity.

Enhanced Accuracy and Reliability

Automated, repeatable test processes improved consistency, achieving 99% accuracy and reducing errors in critical workflows.

Improved Agility

Streamlined testing processes increased the organization's ability to adapt to Workday updates quickly, maintaining compliance and operational excellence.

CONCLUSION

By partnering with SOAIS, the semiconductor industry leader transformed its Workday testing operations, achieving efficiency, accuracy, and significant time savings. The implementation of Worksoft Certify automated critical workflows, reduced the burden on business users, and accelerated update cycles. This success demonstrates the value of intelligent automation in enabling operational excellence and fostering innovation in a competitive landscape.



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