Transforming Efficiency:

Ricoh Boosts Operational Efficiency with Advanced Test Automation

Enhancing System Reliability with Worksoft's End-to-End Testing Automation

At a glance

Ricoh faced the challenge of managing complex testing across multiple Oracle systems, requiring extensive manual effort and straining resources. By adopting Worksoft's automation platform, Ricoh managed to further streamline processes, reduce testing time by 75% whilst also freeing up teams to focus on strategic projects, achieving greater efficiency and smoother operations.

KEY METRICS

75%
Reduction in Testing Time

80%
Reduction in Regression Test Suite Development Time

CHALLENGES

Ricoh's primary challenge was finding a more efficient way to manage and maintain automated test scripts across multiple Oracle systems. Its existing approach relied heavily on manual testing - especially during quarterly patch updates - placing additional demands on teams. Key areas of focus included:

- **High maintenance effort:** Frequent updates and changes in Oracle systems required ongoing manual upkeep of test scripts.
- **Time sensitivity:** Testing activities had to be completed within a limited two-week window during each quarterly patch cycle.
- **Team involvement:** Business and functional teams were significantly engaged in testing efforts.

SOLUTION

Ricoh implemented Worksoft, a robust test automation platform, to streamline its testing processes. The solution enabled:

- **Scriptless automation:** Worksoft allowed the team to create test scripts without the need to write code, reducing complexity and increasing accessibility for non-technical users.
- **Centralised maintenance:** The tool's object repository management minimised the effort required to update test scripts. Changes made to an object in one script were automatically reflected in all related scripts, significantly reducing maintenance overhead.
- **Efficient test execution:** Automated scripts were able to run efficiently within a few days, as opposed to the two-week manual process previously required.

RESULTS

The implementation of Worksoft transformed Ricoh's testing strategy, yielding significant benefits:

- **Increased efficiency:** Automation reduced the time required to complete quarterly testing cycles from two weeks to just 4-5 days.
- **Resource optimisation:** Freed up functional teams to focus on strategic initiatives rather than routine testing.
- **Improved test coverage:** Enabled comprehensive regression testing, ensuring critical business processes remained unaffected by system updates.

CUSTOMER'S VOICE

Worksoft enables Ricoh to deliver change faster and with greater confidence. Automated testing across complex, customised applications shortens testing windows, reduces manual effort, and frees teams for innovation - driving faster releases, stronger risk control, and higher quality at scale.

Mona Dasgupta
Head of Enterprise Application Engineering at Ricoh Europe

WORKSOFT