



Customer Success Story



Syna GmbH & Solutive AG –
SAP test management on the
journey to excellence

An abstract graphic in the top right corner consisting of overlapping, semi-transparent orange rectangular and square shapes, creating a 3D architectural effect.

Challenge:

SAP test management at its limits

Syna GmbH, a Süwag Group company and the responsible distribution network operator within the E.ON Group, faced a key challenge at the beginning of 2023: The existing SAP test management system no longer met current requirements for quality, agility, and efficiency. Long release cycles, growing project volumes, and increasing quality demands with manual test processes led to considerable strain on specialist departments and IT.

Project start 2023: Partner selection and objectives

As part of a tender, Syna was searching for an experienced partner to realign its SAP test management and introduce test automation. The contract was awarded to Solutive AG, a specialized SAP ALM service provider based in Oberhausen-Rheinhausen. The company impressed with its methodically sound service portfolio in the field of test management consulting: from the analysis of existing test processes and the development of customized test strategies through to operational implementation and test automation - always with a focus on efficiency, quality, and integration into the existing ALM landscape.

In addition to sound experience in the energy sector (and SAP IS-U), Solutive brought with it a scalable, German-speaking team and offered all the required roles from a single source.

The aim was to optimize test processes in the short term and establish a test automation tool that would automatically cover the first business processes as early as the 2023 release.

Phase 1: Analysis, strategy, and tool selection

Together with the business departments and IT, the project team led by Petra Wirth (Syna IT) defined a new test strategy. Solutive AG supported the introduction of the “suxcesso Tool Suite” - in particular the test automation tool Test Pilot, which impressed with its user-friendliness and integration into SAP Solution Manager.


In summer 2023, the first business departments were trained in intensive workshops and enabled to automate their own test cases. The result: successful piloting by the end of the year and sustainable integration into operational SAP test management.

“In Solutive AG, we have found a partner that is not only technically convincing but also understands our requirements quickly and implements them pragmatically. Especially in a complex environment such as SAP test automation, this is worth its weight in gold.”

— Petra Wirth, Head of Core & Cross applications, Syna IT

Phase 2: Test management support in the S/4HANA transformation program

Following the successful collaboration in 2023, the partnership between Syna and Solutive AG was systematically



"Soluteive AG has significantly improved our test processes and standards. We were particularly impressed by the easy handling of test automation with the Test Pilot from suxxesso."

— Houda Drissi Lamtirgui,
Test Manager Syna IT

continued in 2024. In a new tender, Soluteive AG was commissioned to provide comprehensive test management support in the S/4HANA transformation program trans4m - a multi-year strategic project with nine individual projects running in parallel, which is scheduled to run until 2026. The program is being implemented in close cooperation with the parent company, E.ON.

Considering scarce internal resources, Soluteive took on the central role in test management: from planning and implementation to support support of test activities. The aim was to provide overarching advice to program management on the subject of test management and also to enable the individual project teams to act quickly and ensure quality and consistency across all projects.

A key factor here was the continued and expanded test automation. It noticeably support the burden on the business departments - especially in the two annual release cycles, which are usually driven by legislation. Without this automation, active project participation by the business departments in the S/4HANA projects would hardly have been possible to the extent required.

The services provided by Soluteive include:

- ▶ Strategic control of all test processes in the program environment,
- ▶ Creation of test cases and test data specifications,
- ▶ Development, maintenance, and consolidation of respective test catalogs,

- ▶ Handling the Test Suite in SAP Solution Manager with its integration into Jira,
- ▶ Coaching, enabling, and supporting the business departments.

Thanks to its broad service portfolio coupled with many years of experience, Soluteive was able to respond flexibly to challenges, identify proven solutions, and thus deliver decisive added value for the transformation.

The collaboration thus enables both stable regular operational releases and efficient support for transformation projects - a real lever for Syna's successful digitalization.

Result: quality, efficiency, and independence

Thanks to the comprehensive test management support provided by Soluteive AG, Syna was able to ...

- ▶ ... enable and simultaneously relieve business departments,
- ▶ ... rapidly automate over 50% of the test cases in the pilot areas,
- ▶ ... significantly shorten the throughput times of release tests,
- ▶ ... strategically modernize the test tool landscape.



Petra Wirth, Department Head at Syna IT
and
Markus Helfen, Head of Sales at Soluteive AG.

About the project partners

Syna GmbH

Syna GmbH, based in Frankfurt (Main), is part of the Süwag Group as a distribution network operator and provides IT services for the entire group, which in turn is part of the E.ON Group.

The IT services provided include software in the areas of development and operation of the cross-location IT network, unified communication, data center services, databases, applications (including SAP, web, and mobile applications), and end devices.

Further information: <https://www.syna.de>

Soluteive AG

Soluteive AG is an innovative solution provider (ESM Suite) for Enterprise Software Management and SAP Application Lifecycle Management, with a service focus on test management and automation.

Their Test Management Consulting Team offers a powerful portfolio - from test strategy consulting, operational test management, test data management, and test case automation to the implementation of modern ALM tools such as the Tool Suite from suxxesso GmbH, Vienna. In addition, Soluteive AG is known for its practical and methodically sound consulting.

Further information: <https://www.soluteive.ag>

"The collaboration with Soluteive was professional, efficient, and based on partnership right from the start. The test automation project is a complete success."

— Serkan Gencyigit,
Business Process Management Network Management

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