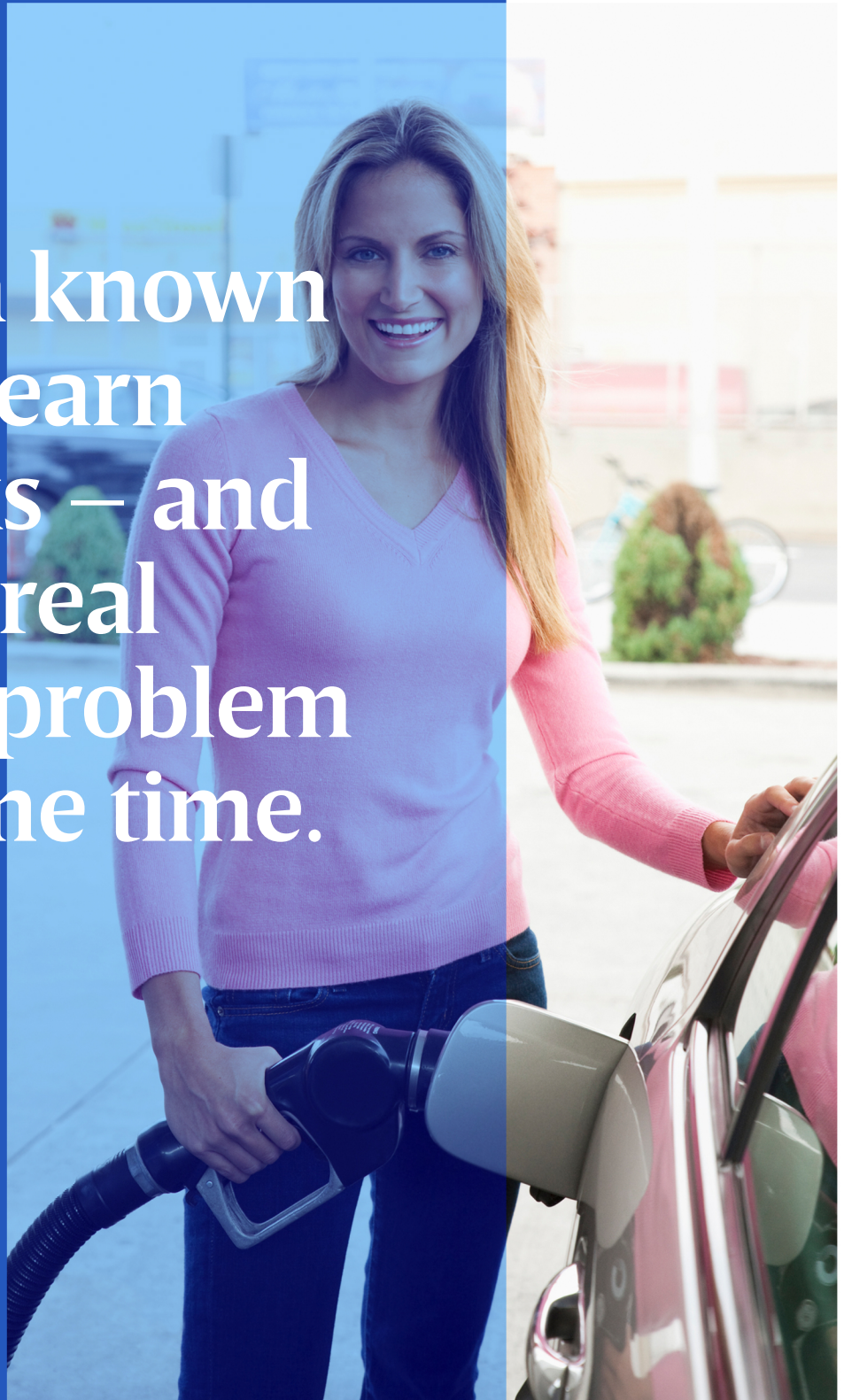ttc

Helping a known solution learn new tricks – and solving a real business problem at the same time.

CLIENT
Z ENERGY

INDUSTRY
UTILITIES – FUEL SUPPLY (COMMERCIAL)

TTC SOLUTION
TOSCA TEST AUTOMATION
FOR ROBOTIC PROCESS AUTOMATION

A real focus on customer experience and shareholder value

Z Energy is a major player in New Zealand's retail energy supply environment. To Z, fuel supply is a by-product of a greater goal – 'solving what matters for a moving world'. Z has a cultural commitment to a dynamic, flexible and experimental approach to innovation and a desire to stand out in an industry that is pretty famous for being the same. Z supplies fuel to retail customers and commercial customers ranging from SME to large customers including airlines, trucking companies, and vehicle fleet operators. Customer Experience is what Z lives and breathes, together with a real drive to support the aspirations and achievements of people who need it in the community.

In 2019 and as part of an effort to provide a greater level of service and flexibility to commercial customers, Z were putting the final touches to a significant upgrade of their commercial customer fuel card eco system. This involved integrating two separate fuel card systems (Caltex and Z) into one, migrating the data into a single upgraded fuel card system and enhancing their online experiences. Minimising the impact to their commercial customers was critical during this transition, as was the speed and the accuracy of the migration.
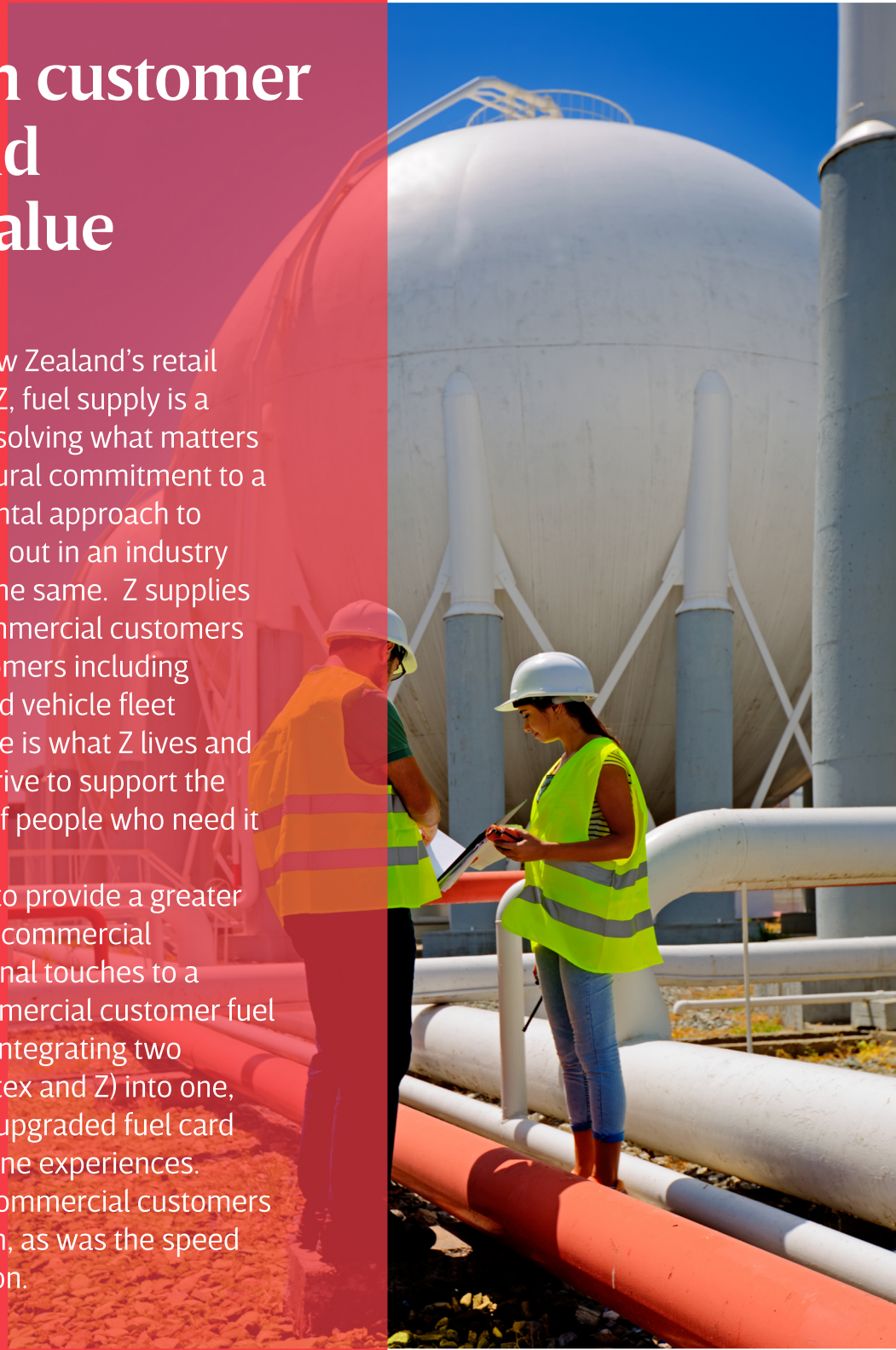
Making changes that impact clients, without impacting the client

Commercial Fuel Cards are significantly more complex than other credit and purchasing cards as the overall solution holds complex pricing offers that can be segment specific, customer specific, or include several other complexities that are agreed on an individual customer basis. To take two of these legacy systems, often relating to the same customer, and merge the two meant that this could not be a simple migration of data – it became a complex transition of customer data.

The Fuel Card upgrade project was important to Z in terms of creating a platform that provided the opportunity and flexibility to offer more to their Commercial customers enabling easy access to the breadth of the Z fuel network. Although important this could not come at the expense of impacting the day to day operations of their customers.

Making this significant change was not taken lightly by Z, more so when one of your key differentiators is Customer Experience.

The customer transition had to be quick, simple, accurate and easy, plus it had to allow for time for each customer to receive their new cards and use them before closing off their old cards. This meant it could not be an overnight migration of data; to migrate one customer through their full transition journey would take weeks of careful management. The first thought was that this transition would literally have to be done manually by a huge team of people.

And that's when the Z's cultural commitment to innovation kicked in. Could robotic software be the answer?

Teaching new tricks to existing solutions

Historically, Z had been an implementor of test automation. Driving down the cost of testing without sacrificing test coverage or deployment risk and supporting the speed of Agile development and delivery had given Z experience with the advantages of test automation, particularly the ability to autonomously drive test case execution including the automated creation and use of test case data. With test automation, testing was efficient, accurate, auditable – and was saving money in terms of test cost.

Leveraging that cultural commitment to a dynamic, flexible and experimental approach to innovation, together with TTC Z looked at the Tricentis Tosca Test Automation Tool as a potential for driving the migration. With Tricentis Tosca operating at the application user interface level for test automation, creating, using and managing data in driving an application in an automated test environment, the thinking was if production data was used and the actual applications were driven, the migration could be achieved a lot easier with Tricentis Tosca.

TTC's approach

TTC were a long-term supplier of testing services to the Z Fuel Card transition programme. The team had good knowledge of both the programme and the business domain. They were committed to the programme and the programme success. While the transition of customers from legacy application to the new solution was outside of the scope of their testing involvement, that programme commitment saw the team putting up their hand and say 'hey – we can solve this' and look at the potential for test automation software to drive a customer transition exercise.
It was decided to put that potential to test.

The TTC team onsite advised a staged, risk managed approach of creating an initial set of automated test cases for the customer transition,

execution on a 'proof of concept' basis and then creating and testing an environment that could migrate at scale. All supported by robust reporting and alerting of the migration status.

TTC and Z set the following goals:

• Develop test cases to prove the viability of migrating production data

• Confirm viability through a managed proof of concept

• Create an environment that could transition at scale

• Wrap a reporting and alerting layer around the transition test cases, to support visibility and management of the Fuel Card transition

"The programme was open to options and ideas for the customer transition of data. It was a bit left field to look at test automation tooling as an option. The TTC team convinced us with a robust approach to the planning that it was a viable approach."

— Robyne Lee, Programme Manager

The results speak for themselves

The result – a successful transition of customer, offer, and card data in just over four months with minimal client impact. And confirmation of the potential of Tricentis Tosca in the domain of robotic process automation (RPA).

"Within 4 months TTC helped us to automate the transition of 35,000 customers and 300,000 cards – far quicker than we had earlier anticipated this activity would take with less than 10 defects in the TTC build."

– Robyne Lee, Programme Manager

Through a combination of TTC's services and Tricentis TOSCA, Z successfully transitioned their fuel cards, with minimal impact on the user community. The project has now been successfully completed and internally is regarded as a very successful enabler for business change.

"There was no way we could have done the migration as quickly and efficiently without the use of Tricentis Tosca and the TTC team. It was a little outside of the box and not your normal use case for the Test Automation tool. The TTC team experimented and demonstrated that it would work. We were up for doing things a bit differently and the result was a major success for the programme."

– Robyne Lee, Programme Manager

Let's talk

For more information, talk to a member of our team today.

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