

Case Study

From testing ground to success story: building a robust ServiceNow foundation

95%

time reduction

100%test coverage across
130,000 test steps**14,000**

reusable test blocks

2,800

test scenarios

A Singaporean government body, launched a country-wide initiative to catapult Singapore's digital future, and position themselves as the epicentre of global business opportunities over the next 15–20 years. A project of this magnitude is no easy feat, so ServiceNow was enlisted to help manage the project's workflows to deliver a more efficient way of working. The project marked ServiceNow's inaugural collaboration with the esteemed Singaporean government body, presenting a unique opportunity for ServiceNow to expand into a new, uncharted market.

The challenge

As part of the project, ServiceNow assembled a team of implementation partners to centralise the Singaporean government body's operations onto the NOW Platform. It was essential that legacy systems were migrated to ensure that all personnel were working on the same UI and data architecture to maximise efficiency gains. However, early on, the partners realised that three significant roadblocks were hindering their progress.

Unscalable approach to testing

The reliance on siloed tools and processes to test an overwhelming number of scenarios led to lengthy workflows.

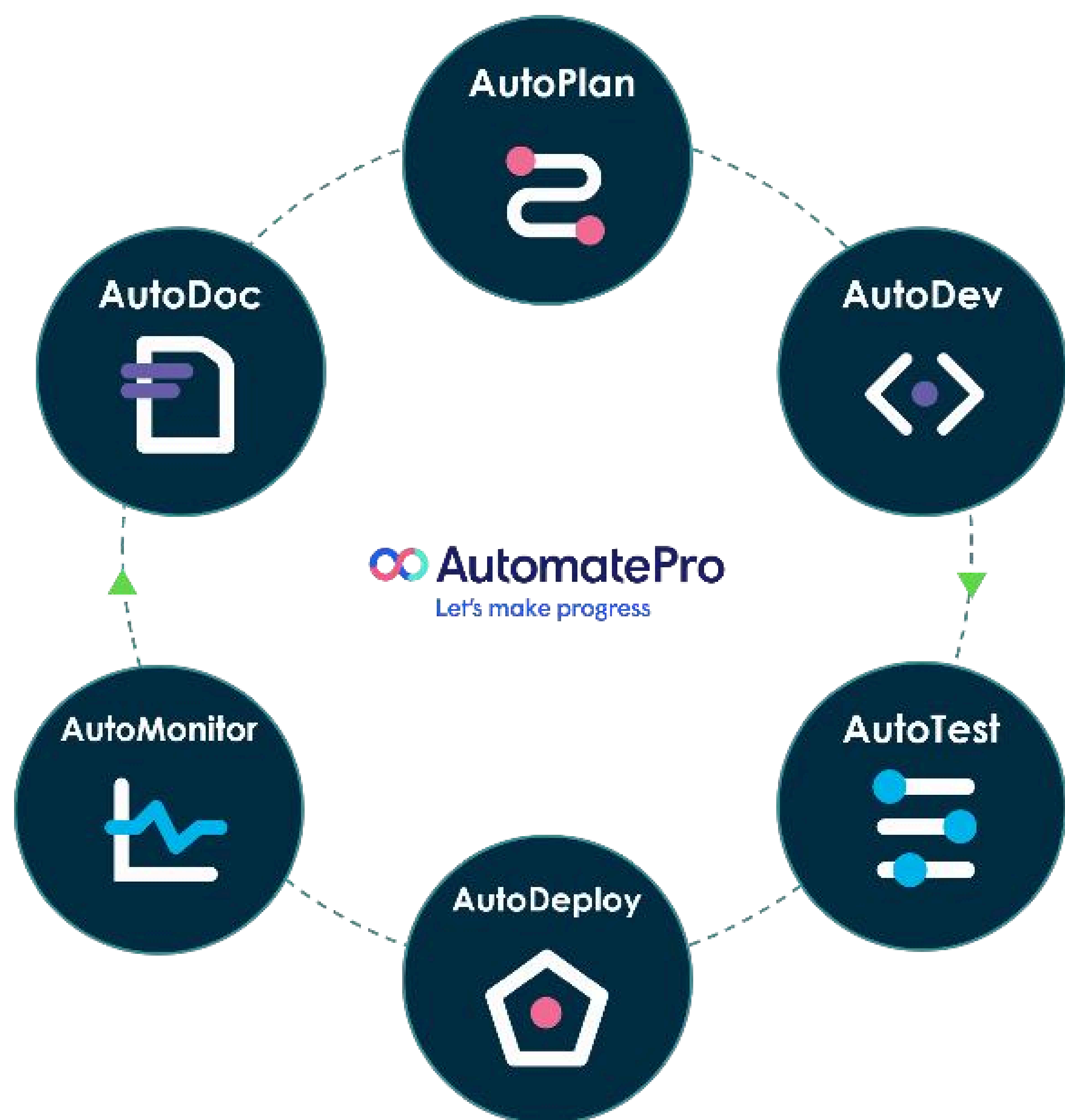
Delayed delivery timelines

Insufficient manual processes plagued the entire project, which was exacerbated by the lack of reusable test blocks, leading to increased human error and more defects

Costly documentation process

Creating and maintaining accurate and up-to-date documentation to adhere to stringent regulations was challenging and time-consuming due to the lack of automation.

The solution



Recognising the need for a solution, ServiceNow turned to AutomatePro. Here are the key areas we're focused on...

AutomatePro's Test Automation and DevOps solution suite

Delivering end-to-end regression testing: we've replaced legacy manual testing processes with our no-code test solution to reduce the time and effort it takes to create and execute tests.

Achieving data-driven testing

Our configurable centralised control console provides up-to-date and accurate test run and suite results, simplifying the process of analysing regression results and performance across all ServiceNow instances.

Generating up-to-date documentation

Automating the creation and maintenance of documents throughout the DevOps lifecycle is paramount, especially for our client working in the highly regulated government sector. Now, with a single click, the client can produce user guides & knowledge-based articles with embedded screenshots, ensuring consistent information is circulated across teams.

This success story exemplifies how a strategic approach to testing can drive remarkable results. Our client is now well-equipped to continue their growth trajectory, and their Test Engineers have more time to focus on what truly matters. We are excited to see what they accomplish next.

Why AutomatePro?

AutomatePro specializes in helping customers to realize the full potential of their investment in enterprise cloud platforms through their patented ServiceNow Test Automation and DevOps platform. Several Fortune 500 and FTSE 100 companies trust AutomatePro to save them time and money, and improve quality. AutomatePro is more than just an automated testing tool—it's a collaborative development environment that automates and speeds up every stage of the software delivery lifecycle, from requirements and design specifications through to implementation.

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