



SAP Test Automation Center of Excellence

August, 2011

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Agenda



Introduction to Kraft foods



Challenges that lead to SAP Automation



Path to SAP Automation Center of Excellence



Automation Journey



Benefits



Future state



Partnership with Infosys

Introduction to Kraft foods

- Our people are passionate about food
- We have twelve \$1 billion dollar-plus brands
- Seventy \$100 million dollar-plus brands
- Operations in more than 75 countries worldwide
- Sales in approximately 170 countries
- 127,000 employees worldwide
- 223 manufacturing and processing facilities around the world
- 15 research and development centers
- \$49.2 billion in revenue
- We're traded on the New York Stock Exchange – KFT
- Part of the Dow Jones Industrial Average, Standard & Poor's 500
- Dow Jones Sustainability Index and Ethibel Sustainability Index listed
- Our global headquarters is in Northfield, Illinois, US



We delight people worldwide



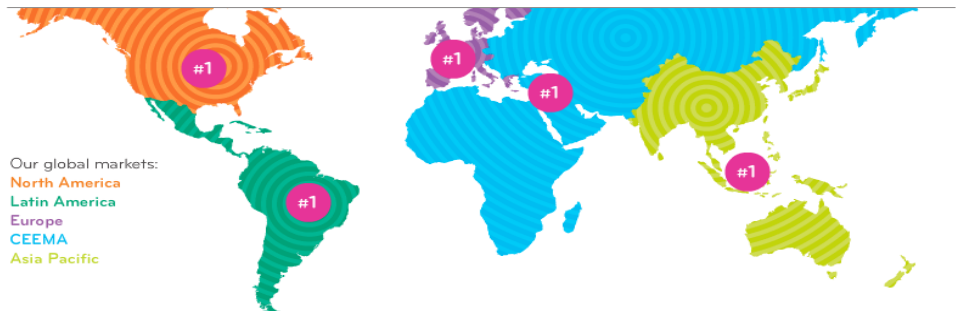
Eat delicious
Live well

50%

Global revenues
from snacks

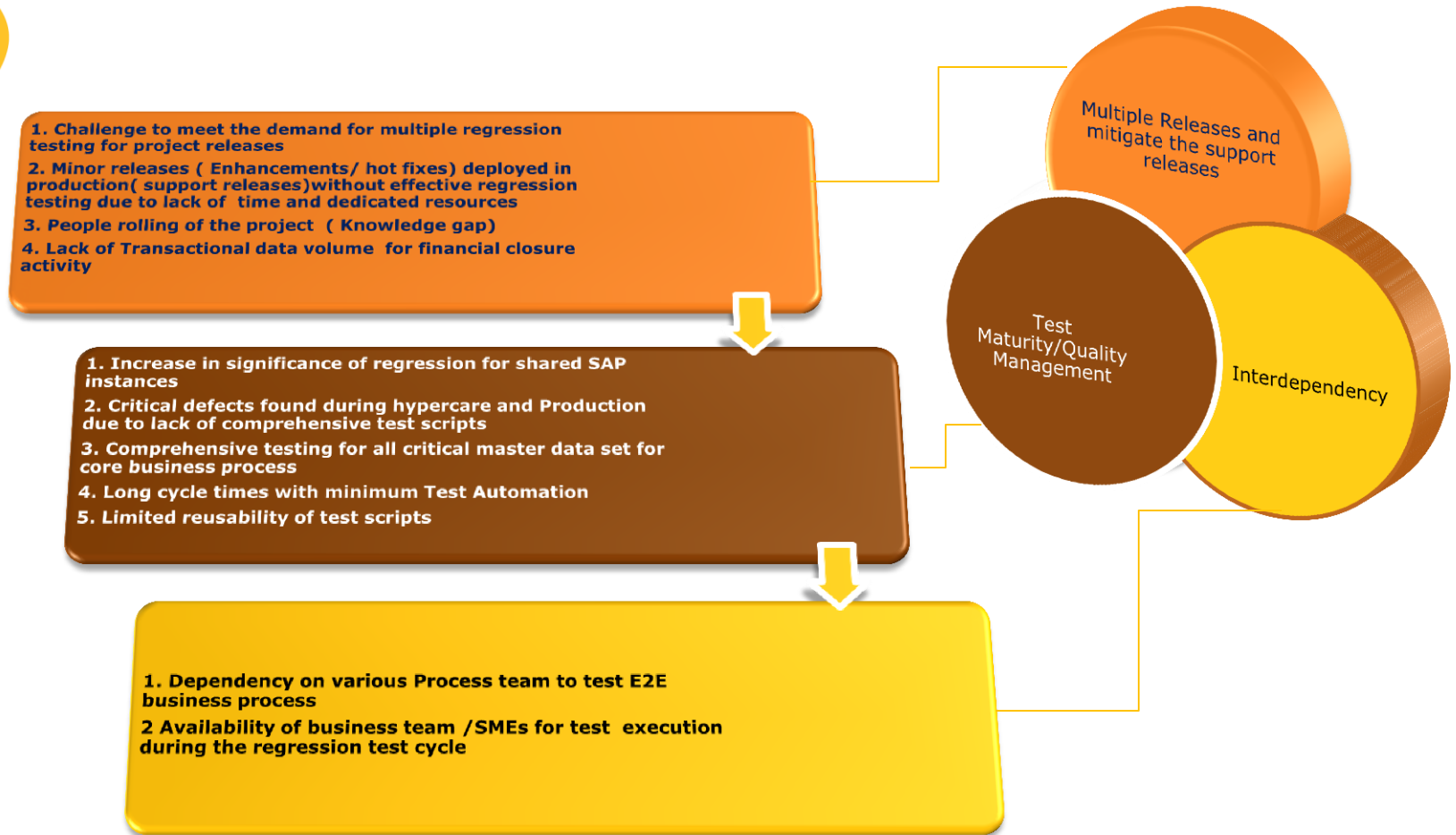


Leading global
positions



Visit us <http://www.kraftfoodscompany.com/welcome.aspx>

Challenges that lead to SAP Automation



Path to SAP Automation Center of Excellence

- Define and Establish the right Governance and metrics Model.
- Demonstrate cost and effort benefit to the end customer.
- Improve and innovate.

Metrics

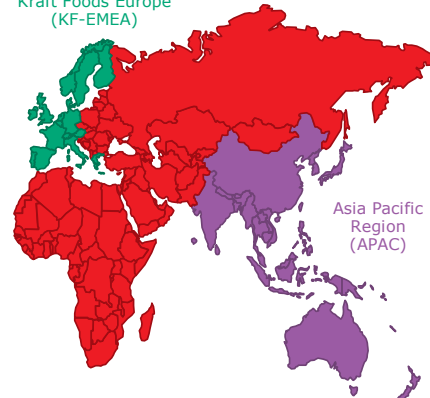


Vision

- Deliver superior and consistent product to the end customers
- Increase quality with comprehensive and efficient testing
- Standardized Robust Global Framework for automation.
- Reduction of production incidents\defects
- Increased value to business units (Reduced cost)

Kraft Foods North America (KF-NA)

Kraft Foods Europe (KF-EMEA)



★ Worldwide HQ: Northfield, Illinois

Asia Pacific Region (APAC)

Latin America Region (LA)

- Centralized Test tool management ownership
- Global Resource model
- Progressive Automation
- Standardized HP tool suite
 - ❑ Quality Center
 - ❑ Quick Test Professional
 - ❑ Load runner
 - ❑ Business Process Test

Execution

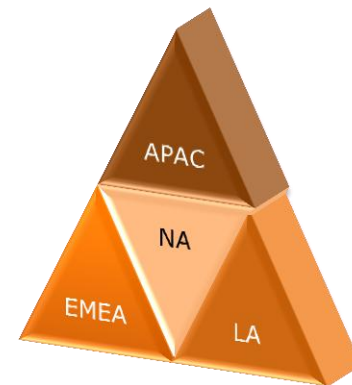


Roadmap

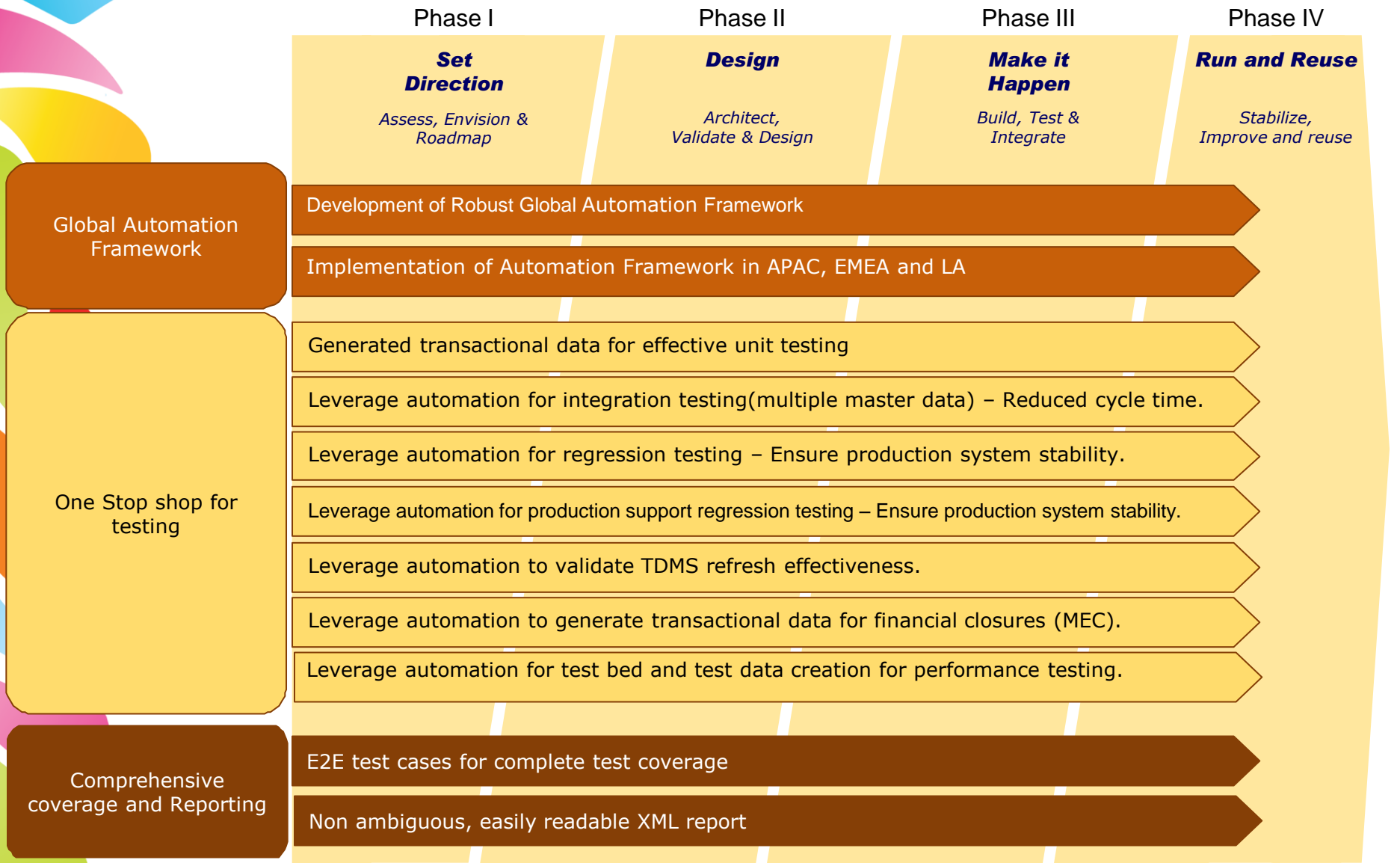
- Tactical implementation: Getting started
- 1 year maturity roadmap for NA
- 2 years scope expansion roadmap across geography (APAC, EMEA and LATAM)

Vision for SAP Automation Testing COE

	Consistency	Quality	Productivity	Client Satisfaction
Test Delivery Excellence	<ul style="list-style-type: none"> Standardized test model across geography Single point of Automation test Process ownership 	<ul style="list-style-type: none"> Reduction of production incidents/defects 	<ul style="list-style-type: none"> Speed-to-market Reduced Rework Increase level of testing Automation 	<ul style="list-style-type: none"> Increased value to business units Better client experience
Key Drivers	<ul style="list-style-type: none"> People: One organization responsible for Regression and Automation testing Process: Standardize automation framework, process and methodology across the geography Tools: One set of standard test management tools across the geography 			
Key Objectives	<ul style="list-style-type: none"> Delivery Superior release to our client and end customers Keep production system stable :- Critical /High defects discovered before go live Delivery predictable and consistent results that delights our teammates and clients Build comprehensive test suite that covers 100% core business functionally Leverage Automation across the testing landscape Minimize the dependency of the Business team for regression testing : Automate 60 to 70 % of regression scripts 			



Automation Journey



Benefits of Automation

80-90% Test Coverage of core business process

60-70% Automated Tests for Regression testing

30 - 40 % Base Cost reduction for Automation of regression scripts in new geography

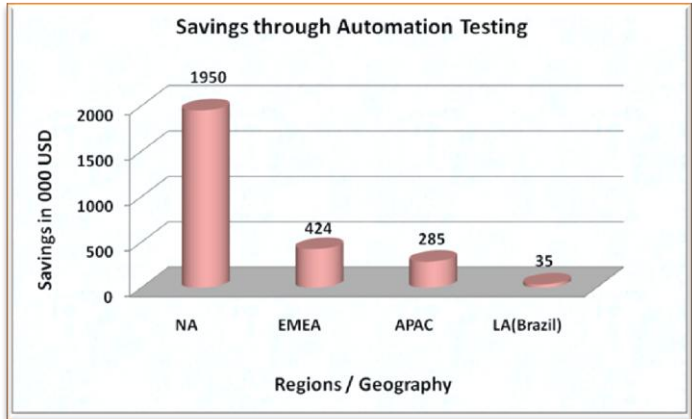
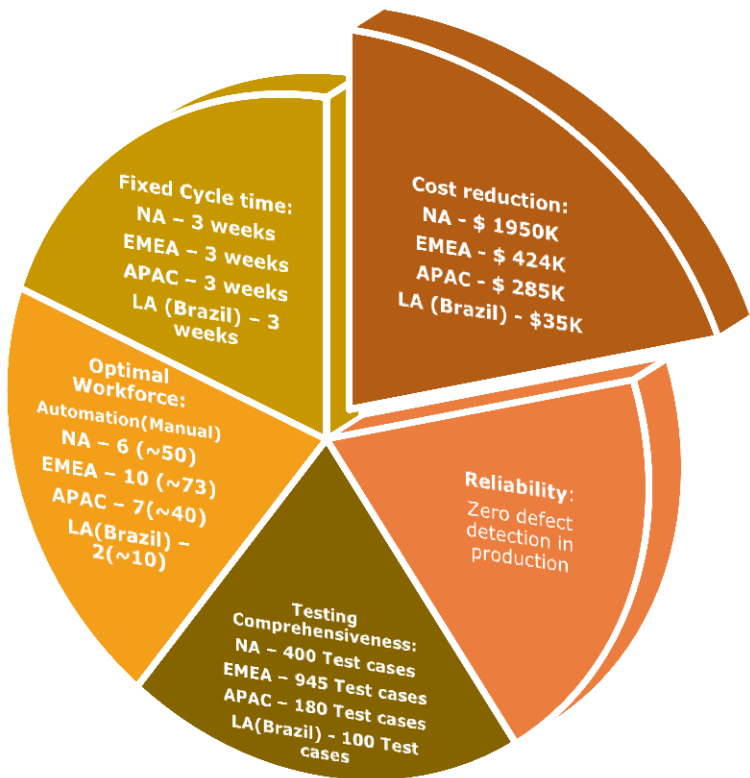
>6% Defects captured due to comprehensive regression testing

Testing for multiple master data set

Successful monthly package regression testing

Leveraging automation to validate the TDMS refresh effectiveness

- Risk Management
- Regulation
- Richer Customer Experience
- ROI

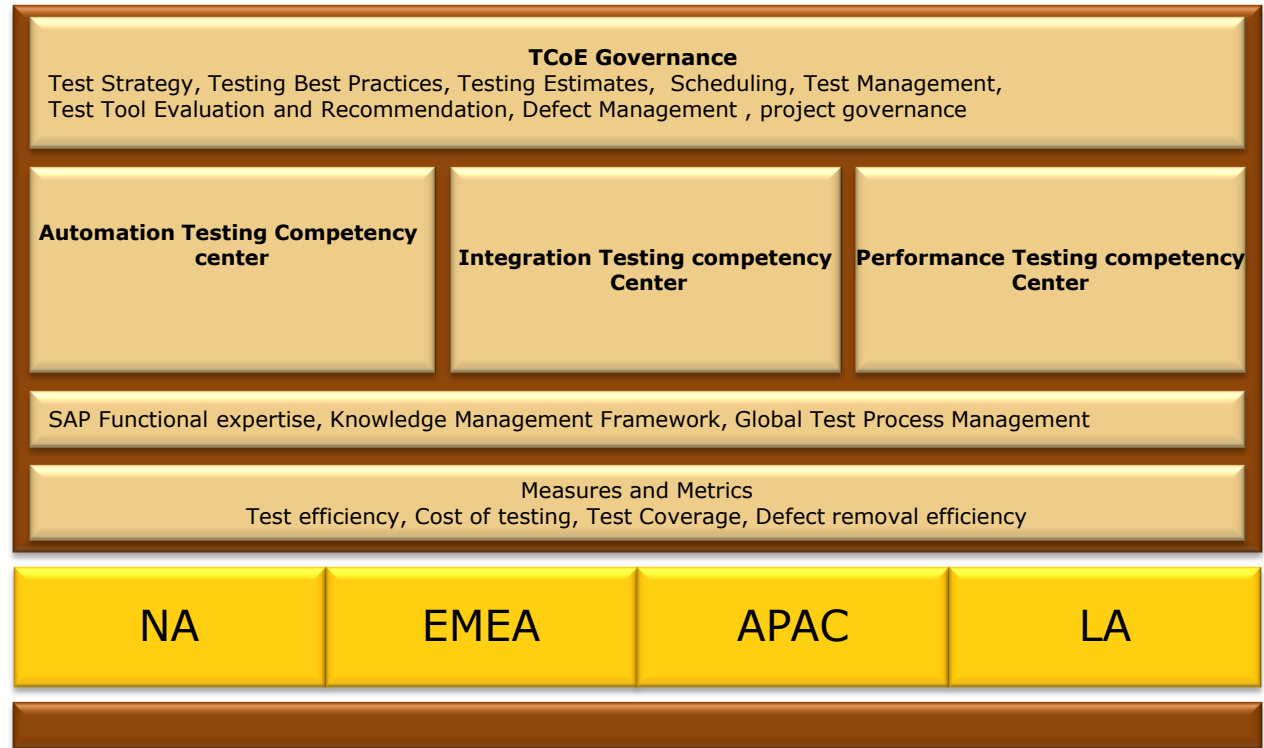


Future and where we want to be..

Global Test Center of Excellence (2012)

**Integration Testing;
Performance Testing (2010-2011)**

**Automation Testing
Regression Testing(2009)**



Trusted Partnership with Infosys

- ✓ Strong Leadership skills / experience leading large transformational programs
- ✓ Specialized independent testing group with the right mix of business , functional & technical skills
- ✓ Automation trained and certified resources

- ✓ Proven track record / strong partnership at Kraft
- ✓ Knowledge of Kraft business processes.
- ✓ Existing partner in multiple initiatives .

Infosys Testing organization is driven by the values to continuously deliver better and faster results at a cheaper cost while keeping itself scalable



- ✓ Automated regression suites for 60 to 70% of SAP business process.
- ✓ Improved onsite ratio to 10% thereby reducing total cost of ownership.
- ✓ Reduction of regression testing cost by almost 30%.
- ✓ Implemented world class Automation approach, processes, methodology and framework
- ✓ Built comprehensive regression test suite covering 100 % of core business process
- ✓ Developed reusable test scenarios for SAP business processes resulting in
- ✓ Leveraging Synergy with Legacy and support team to reduce testing turnaround time.
- ✓ 100% Defect detection for regression testing

- ✓ Strong Automation expertise
- ✓ Strategic alliance with HP and SAP
- ✓ Proven tools and accelerators
- ✓ Infosys intellectual property:
 - Reusable artifacts
 - Standard proprietary XML test results

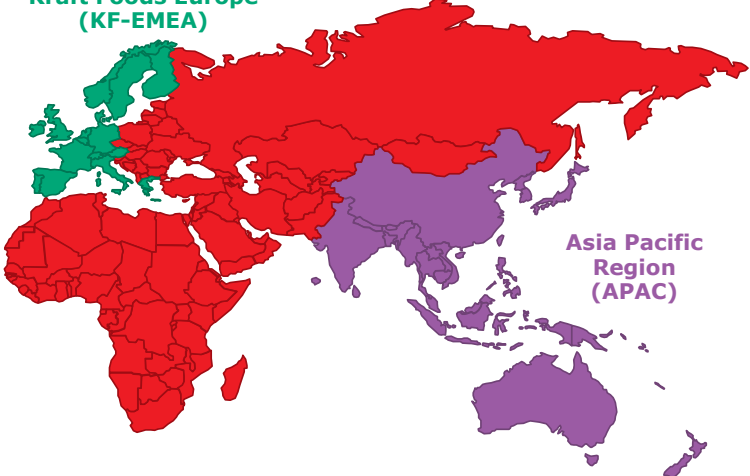
Infosys - Kraft Global Partnership

Kraft Foods North America
(KF-NA)



★ Worldwide HQ:
Northfield,
Illinois

Kraft Foods Europe
(KF-EMEA)



Asia Pacific
Region
(APAC)

Infosys – Kraft’s
Global testing
partner since Jan
2009

Evolution of SAP Testing
Practice in Kraft

