All you need to know about
Oracle Siebel Application Testing
“Customer is King” and there is no disputing this today. With the emergence of market changing phenomena like globalization, social commerce, information explosion, etc., businesses are fast realizing the need for better and stronger Business-to-Consumer connects/relationships. No wonder there is a dramatic explosion in the adoption of CRM solutions. In fact, a recent report published by Forrester Research* indicated that 55% of 455 large organizations surveyed by them had implemented a CRM solution, and an additional 19% planned to adopt one within the next 12 to 24 months. Many of these organizations also planned to invest more funds in upgrade programs related to their CRM solution. Another Forrester report mentions that Oracle’s Siebel CRM 8.1 continues to be a leader from a perspective of across-the-board deep CRM functionality.

While Oracle Siebel CRM is the most preferred CRM solution in the market, the lack of a dedicated solution to test Oracle Siebel Applications is hurting organizations. This lack of a dedicated solution has forced QA teams to adopt stopgap arrangements which have resulted in poor application quality, effort-intensive engagements and delayed implementations of Oracle Siebel applications.

Infosys, in partnership with HP, has developed the “Infosys and HP Oracle Siebel Business Process Testing (BPT) Solution”. The solution helps QA organizations test Oracle Siebel applications faster and better through a business process oriented approach. The solution integrates with HP’s Business Process Testing tool, to help QA organizations overcome the typical challenges faced during test phases.

The following book - a compilation of articles and case studies - introduces to QA professionals a more effective and efficient approach to test Oracle Siebel applications. These short articles not only identify the shortcomings of the traditional test approach but also provide a solution to overcome them. A definite must-read for any organization before embarking on a test engagement involving Oracle Siebel applications!

Regards,

Aparna Sharma
Head of Client Services
Independent Validation and Testing Services, Infosys

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New Age Approach to Test Oracle Siebel Applications

- Ashwini Nadiger, Vaishali Joshi
The traditional approach adopted by QA teams to test Oracle Siebel applications focuses on scenarios and components. Such an approach is plagued by several drawbacks and ideally speaking not suited for testing packages. However a business process based approach which focuses on reuse of existing business components, for both manual and automation testing, can alter the outcomes dramatically, especially in the case of Out-of-Box (OOB) business processes. The following paper highlights the drawbacks of the traditional approach of testing Siebel applications and discusses an alternative approach which when adopted by organizations helps reduce effort and cost of testing while improving time-to-market.

Traditionally QA teams adopt a scenario based approach while testing Oracle Siebel applications. Such an approach focuses on ensuring complete test coverage by covering the various possible scenarios. While such an approach works well in most cases of testing standalone applications, it is not so in the case of package applications. Further, delayed involvement of Subject Matter Experts (SMEs) and multi-vendor engagements, which provide clients obvious risk mitigation and cost benefits, typically results in scant disregard for processes. Consequently documentation suffers and the requirements captured are incomplete and inaccurate. Making matters worse, the dynamic business scenarios and increased customizations compel QA teams to complete exhaustive testing in a very short span of time. Given these constraints, its easy to see why QA teams favor the scenario based approach to test their package applications. However, the damage isn’t restricted to this alone and it affects the impact analyses as well.

Lack of sufficient and up-to-date documentation on client specific Siebel customizations, results in faulty impact analysis at the time of maintenance or upgrade. Teams rely on requirement documents which capture business process and, flows to determine the critical components and paths which require testing. However, since these documents are updated infrequently, it becomes difficult to ensure adequate test coverage and this allows defects to creep in to the production environment.

Limitations of traditional approach to Oracle Siebel Applications

By adopting an approach, which focuses on scenarios rather than business processes we undermine the quality of testing. While the individual components and modules are tested thoroughly when we focus on scenarios, the interfaces are neglected and most often the defects detected are attributed to insufficient testing of the interfaces. Huge customer bases comprise of millions of records with complex relationships between various components within the system. The traditional scenario based approach to testing is unable to address the data sensitivity issues which arise during the migration process of these records and requires manual intervention, which is not advisable.

The delayed engagement/involvement of SMEs into the process also leads to poor understanding of the systems and processes. Since most Siebel implementations involve customization, not engaging SMEs early in the application development life cycle not only leads to incomplete and inaccurate capturing of business requirements, but also misinterpretation of requirements in some cases. Rectifying these mistakes later in the life cycle escalates costs and results in valuable time being lost, potentially ceding competitive advantage.

The relative lack of automation and reuse of existing business components is another major concern associated with the traditional form of testing. Low levels of automation and reuse forces testing to progress in a linear manner and the effort intensive testing needs to be repeated with every new release or upgrade of the Oracle Siebel application. In fact by progressing with testing in a linear fashion, teams need to wait for the newly developed application to stabilize before they may attempt to automate or test the performance of the system.

Another consequence of faulty impact analysis and a scenario based approach to testing Oracle Siebel applications is the relatively low rigor of regression tests. Not surprising considering that regression testing would follow the precedent set during the functional testing phase - focusing only on components and not the entire business process flow. Lack of reuse also leads to an inflation in time and cost required for setting up the regression suite. Neglecting or compromising on the quality of regression testing leads to defects creeping into production and increasing the cost of quality dramatically.

A comprehensive approach to testing Oracle Siebel Applications

It is possible to overcome the limitations of the traditional approach to testing Oracle Siebel applications by adopting a more comprehensive 3-pronged testing strategy/approach.
Since we are dealing with the testing of packages and not individual components it makes sense to adopt a business process oriented approach to testing. Such an approach helps eliminate the problems of low test coverage associated with the traditional scenario based approach. Since packages are based on business processes, it is fairly simple to analyze the requirements and understand the impact of new changes or customizations, if any, which need to be made to the system. Business process testing compels QA teams to test thoroughly the interfaces to ensure system integration is seamless. Given the nature of the Oracle Siebel applications there are a lot of upstream and downstream systems and it is necessary to ensure that modified functionalities don’t impact them adversely.

In order to maintain the highest levels of quality despite budgetary and timeline constraints, modules and components can be subject to risk and priority based testing. This helps reduce effort and cost of testing, while maximizing test coverage.

Most organizations tend to customize the implementation of their Oracle Siebel applications. Hence it is necessary to engage SMEs early in the application development lifecycle to identify any possible mismatch between business requirements and implementation immediately, to prevent excessive rework and cost overruns. Engaging with SMEs helps eliminate the need to rely entirely on requirement documents - a far better approach to conducting a qualitative impact analysis - and ensures that all business rules and processes get tested.

Since some of the business flows are common to business processes, QA teams stand to gain a lot by automating and reusing existing business components. A small part of the functionality which is unique to the specific business process would of course need to be built separately. Both, automation and reuse help accelerate testing which in turn ensures better test coverage. They also help streamline the maintenance of scripts by providing a central repository which needs to be updated in case of changes to requirements. In fact certain business components can be reused during manual testing as well. However the maintenance of reusable manual test scripts is cumbersome and not advisable in all cases.

Reuse of existing business components allows teams to start with the scripting process even before the application has been developed, let alone wait for it to stabilize. Test planning and development can be initiated in parallel and time-to-market can be reduced significantly. Teams are able to analyze the business flow, identify reusable components, prepare test data and design a skeletal structure of the test scripts which can be easily updated once the application is available for testing. As per our estimates it is possible for teams to reduce the test planning phase by up to 40%.
Infosys and HP have developed an end-to-end business process testing solution, based on component level automation, which helps reduce time-to-market and improve quality of testing Oracle Siebel applications. The solution focuses on reusing existing business components and enabling early automation. Such an approach doesn’t require complex driver scripts and enables early participation of business users and SMEs in the testing process. This crucial facet helps ensure the successful implementation and upgrade of Oracle Siebel applications.

CONCLUSION
While business process oriented testing helps improve the quality of testing, we still need to adopt automation and reuse existing business components to ensure complete test coverage and reduce time-to-market. Even while automating testing of business processes, we need to exercise caution and select an appropriate approach. Does one follow a component based automation approach or a hybrid automation approach? In the end, all the difference will be made by the approach one adopts to test Oracle Siebel Applications. We for one believe that business process oriented testing, combined with component based automation, is the way forward.
Infosys and HP's Business Process Testing Solution for Oracle Siebel Applications

- Ashwini Nadiger, Vaishali Joshi
The lack of a dedicated solution to test Oracle Siebel Applications has forced QA teams to adopt stop gap arrangements which have resulted in poor quality of applications, effort intensive engagements and delayed implementations. However, Infosys and HP’s Business Process Testing (BPT) Solution for Oracle Siebel Applications helps address this shortcoming effectively. The following paper discusses the origins of the solution and examines its key features which provide compelling benefits such as improving time-to-market by up to 30% and reducing testing costs by 40%.

Organizations need to upgrade and launch new applications all the time. Sometimes the focus is outward - on competition and customers - and at times it is inward, in order to realize greater operational efficiency. However, what is common to all initiatives is the need to implement and test the applications in the shortest possible time, to allow organizations to reap the benefits of superior IT. While such enthusiasm on the part of the business teams is understandable, it does strain the application development team and more so the QA team. So what can QA teams possibly do to ensure fewer defects while meeting stringent timelines and budgetary constraints?

After analyzing scores of Oracle Siebel implementations and upgrades to identify common challenges - complete test coverage, tight deadlines and lack of system documentation - encountered by the QA teams, we realized what the QA teams lacked in their arsenal was a solution which could expedite the testing of Oracle Siebel Applications. The lack of it resulted in low levels of automation and reuse. Moreover, the complexity of the existing automation process prevented the active participation of Subject Matter Experts (SMEs). While developing such a solution the team recognized the need for a comprehensive approach to testing Oracle Siebel applications, highlighted in an earlier POV1, which combined a business process oriented approach to testing with a strong focus on automation and reuse of test components. In fact Infosys and HP’s Business Process Testing Solution for Oracle Siebel Applications is powered by this very approach, and helps organizations reduce total cost of quality and go-to-market faster. That’s not all, the solution goes a step further and adopts a component based automation approach. This key facet of the solution enables early engagement of SMEs which helps ensure alignment with business requirements and prevents unnecessary delays and rework.

1 New Age Approach to Test Oracle Siebel Applications (September 2010)
Infosys and HP’s Business Process Testing (BPT) Solution

Infosys and HP have together developed an end-to-end business process testing solution (Fig. 1) which leverages component based automation enabled by HP’s Business Process Testing framework to overcome the need for complex driver scripts and reduce dependence on skilled resources such as automation experts. The solution is made up of pre-configured business components, each of which addresses a specific function in the Oracle Siebel Application. The components themselves comprise of keywords (objects) which are stored in a centralized repository. Every time the application undergoes a change, the keywords can be modified accordingly to ensure changes are reflected across all test scenarios using the particular component. Test scripts are developed by weaving together these different components to create end-to-end business scenarios.

Fig 1: Infosys and HP’s Business Process Testing Solution for Oracle Siebel Applications

Fig 2: Solution Framework
<table>
<thead>
<tr>
<th>PARAMETER</th>
<th>TRADITIONAL AUTOMATION APPROACH</th>
<th>BUSINESS PROCESS TESTING (BPT) ADVANTAGE</th>
<th>BENEFITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>AUTOMATION FRAMEWORK</td>
<td>Framework needs to be prepared from scratch</td>
<td>Pre-built framework comprising of functions, objects and keywords</td>
<td>• Faster time-to-market</td>
</tr>
<tr>
<td></td>
<td>Object repository to be created. Usually the object names and properties are hard coded</td>
<td>Repository of more than 4000 reusable objects. Objects are captured and retrieved from database at runtime with help of in house GUI tool</td>
<td>• Improved scalability and reusability</td>
</tr>
<tr>
<td>OBJECT IDENTIFICATION</td>
<td>Non-reusable QTP scripts</td>
<td>Scenarios developed from reusable business components which can be leveraged across different scenarios</td>
<td>• Minimal effort required to migrate existing testing framework to a different environment</td>
</tr>
<tr>
<td>SCENARIO REUSE</td>
<td>Need to prepare from scratch</td>
<td>Repository of 2000+ Business Components</td>
<td>• Accelerates automation of test scenarios</td>
</tr>
<tr>
<td>REUSABLE COMPONENTS</td>
<td>Functions written in to scripts</td>
<td>Comprehensive centralized function library</td>
<td>• Accelerates Test Script preparation</td>
</tr>
<tr>
<td>FUNCTION LIBRARY</td>
<td>No detailed logs available</td>
<td>Error reports available at two levels of detail:</td>
<td>• Single point of reference for all functions reduces maintenance effort</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1. Simple error report for Subject Matter Experts</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Detailed error reports for Technical Experts</td>
<td></td>
</tr>
<tr>
<td>ERROR LOGGING</td>
<td>Primitive approach</td>
<td>Ability to add runtime and output parameters directly from excel sheets</td>
<td>• Flexibility to provide information relevant to user</td>
</tr>
<tr>
<td>INPUT PARAMETERIZATION</td>
<td>Very little documentation</td>
<td></td>
<td>• Enables validation with a wide data set guaranteeing application quality</td>
</tr>
<tr>
<td>DOCUMENTATION</td>
<td></td>
<td>Detailed documentation</td>
<td>• Simplifies impact analysis and debugging</td>
</tr>
</tbody>
</table>
# Key Features and Benefits of the Solution

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-built Repository of Business Components</td>
<td>Infosys and HP’s BPT solution allows users to use as-is or develop new test scenarios by stringing together existing business components. By enabling acceleration of testing during the functional and regression test phases, the BPT solution helps reduce testing costs by 40% and improve time-to-market by up to 30%.</td>
</tr>
<tr>
<td>Centralized Keyword Repository</td>
<td>Any change to the application necessitates modification of test components to ensure their validity during regression testing of subsequent upgrades. The BPT solution, driven by a centralized repository of keywords covering all business functions, ensures changes are reflected across all test scenarios which involved the modified component. This feature of the solution helps reduce maintenance efforts by 45%.</td>
</tr>
<tr>
<td>Complete Test Coverage</td>
<td>Since the solution follows a business process based approach and consists of a pre-built repository of test components, it is possible to ensure every business flow is tested despite tight project deadlines. Besides the solution supports parameterization which validates the test scenarios for different data sets. Such comprehensive testing of business flows results in fewer defects and reduces total cost of quality by 40%.</td>
</tr>
<tr>
<td>Applicable Across all Phases of Test Cycle</td>
<td>The applicability and relevance of the solution across different stages of the testing lifecycle is unprecedented and leads to fantastic ROI. The pre-built automated components allow users to simulate common business processes during functional and regression test cycles. Further, the solution enhances reusability, and, scenarios required to cover client specific customizations can be developed with minimal effort. The solution is also helpful during performance testing since the performance parameters are essentially triggered by functional scenarios. User Acceptance Testing (UAT) test teams comprising of business users and testers focus on business flows rather than specific functionalities. Since the solution is easy to use, and helps develop end-to-end test scripts covering business processes, the UAT team can leverage the solution too and expedite the UAT test cycle.</td>
</tr>
<tr>
<td>Component Based Automation</td>
<td>Infosys and HP’s BPT solution adopts a component based approach to automation as compared to the more traditional hybrid approach. In doing so it eliminates the need for complex driver scripts and enables early engagement of SMEs resulting in better alignment with business requirements during the test planning and design phase.</td>
</tr>
</tbody>
</table>
Automation solutions based on the traditional approaches fail to address the challenges encountered during testing of software packages such as Oracle Siebel Applications. However, package-specific solutions, based on a Business Process Testing approach, can provide comprehensive testing and ensure the quality of applications isn’t compromised. Solutions can help accelerate the testing process further by leveraging easy-to-configure reusable test components. Infosys and HP’s Business Process Testing Solution capitalizes on these aspects to provide unprecedented benefits in terms of improved time-to-market and lower total cost of quality.
Leading Telecom implements Infosys and HP's BPT Solution for Oracle Siebel Applications

Improves time-to-market by 30%
When a leading telecommunications company wanted to test the implementation of its Oracle Siebel applications, installed as part of a legacy transformation program, it turned to Infosys for the required expertise. By leveraging the Oracle Siebel Business Process Testing (BPT) solution developed jointly by Infosys and HP, the company was able to improve time-to-market by 30% and reduce cost of testing by over 40%, while improving quality significantly.

A leading Telecom company looking to increase its competitiveness needed to expedite the launch of new products and services, while reducing the ratio of its Capital Expenses (CAPEX) to Sales Revenues. The company, with more than US $ 20 billion in revenues, provided clients with fixed line and mobile services. It also provided wholesale network services to other communication companies.

In order to achieve the aforementioned business objective, one of the strategies the company adopted was to simplify and integrate its order management system which was currently scattered across multiple legacy systems. The legacy systems presented scalability issues and prevented easy addition of new product lines, in turn affecting the ability of the company to launch new products quickly.

This transformation of the order management system, mandated by business requirements, involved replacing the Customer Care, Billing and Product Management applications with various COTS packages. The transformation was expected to help reduce the number of IT systems from 1400 to 300 over a series of 7 releases planned across multiple years.

In the case study which follows we look at various challenges the QA team encountered while testing the implementation of the Oracle Siebel Applications, as a part of this transformation journey, and how the client was able to overcome the same through a focused and structured approach to testing.
Since a large IT transformation program of this scale cannot be implemented as a single program, incremental changes, as part of iterative releases, were the only option. While this works well from a business and application development point of view, from a testing standpoint it entails multiple cycles of thorough regression testing. However, the aggressive timelines set by business teams meant lack of adequate time and focus on regression testing of each subsequent release.

Consequently, a high number of defects were detected in the production environment during the second and third releases. While a thorough root cause analysis attributed various reasons for the defects such as lack of end-to-end testing and inaccurate impact analysis, the lack of sufficient regression testing was identified as the prime cause for the presence of such a high number of defects.

Making matters worse, the unavailability of technical expertise prevented the QA team from adopting conventional automation to expedite the regression testing phase. The existing repository contained a very high number of test scripts which needed to be tested to ensure optimal coverage. Testing such a huge number of test scripts, however, was not possible due to the aggressive timelines for successive releases.

Further, the lack of alignment between business and IT teams saw a huge number of change requests come up during various phases of testing. In the absence of a well-defined process for handling such requests, they sometimes didn’t get communicated to the QA team until the eleventh hour. This resulted in rework for the QA teams which then needed to revisit their test scripts and modify them accordingly, at short notice.
The client partnered with Infosys to test the implementation of its Oracle Siebel Applications. Infosys, with its expertise in testing Oracle Siebel Applications and a process oriented approach, was able to identify the issues plaguing the testing process and implement effective counter measures based on the client’s requirements.

From an overall test management perspective, Infosys helped institutionalize a governance model to streamline processes and enhance information exchange crucial for the success of the program involving multiple vendors. The governance model identified system and application dependencies, point-of-contacts for each module and more importantly provided a central issue log system.

To tackle the problem of a huge repository of test cases for regression testing, a Risk Based Prioritization framework was deployed. Infosys adopted this framework and conducted workshops with business teams to help identify most relevant test scripts which would need to be executed during any given release. Test scripts were prioritized based on criticality, importance to business and complexity. Following such an approach helped identify a regression suite with optimal coverage leading to fewer defects and shorter testing timelines.

However the most significant impact to the engagement was provided by Infosys and HP’s Business Process Testing (BPT) Solution for Oracle Siebel Applications. The solution consisted of pre-configured business components which were used as-is, and customized as per client needs, to build automated end-to-end test scripts. An analysis at the start of the engagement to identify complete and partial reuse of the pre-built test cases revealed a 40% applicability. Additionally, the solution helped deal effectively with change requests by allowing new test scripts to be built in a short span of time. By enhancing the configuration components within the solution framework, scripts could be reused across test phases on different test environments.

Further, a mapping document was created to maintain traceability between test scripts and business components from the solution. The mapping document also helped identify the extent to which components could be reused.

Adopting best practices such as standardized documentation procedures, while coding scripts, helped improve impact analysis during requirements phase. This was especially helpful in identifying scope of regression testing during subsequent releases and change requests.
By aligning its Oracle Siebel BPT solution to the client situation, Infosys helped ensure that business objectives were met without compromising on the quality of testing. Leveraging pre-built business components, provided by Infosys and HP’s BPT Solution for Oracle Siebel applications, helped improve time-to-market by 30%. Test scripts for functional and regression testing were developed in a fraction of the time, as compared to the pre-solution era. Equally important was the identification of an optimal regression test script suite which successfully balanced important parameters such as test coverage, test effort and time available for testing.

Another important feature of the solution - a centralized keyword repository - allowed easy modification of business components and ensured their reusability in future releases. Employing a central repository to modify affected test scripts reduced maintenance efforts by 45%.

The best practices adopted, along with a focus on testing business processes end-to-end rather than individual components, boosted defect identification efficiency to 99.65%. Of course, an optimal and comprehensive regression test script repository also played its role in improving the defect identification efficiency.

Reducing the number of defects and adopting a process oriented approach to testing its Oracle Siebel applications helped the client reduce the Total Cost of Quality (TCQ) by up to 40%.
Testing Oracle Siebel Applications
We know most Oracle Siebel Testing Engagements suffer from …

1. Implementation delays and cost overruns due to extended functional and regression testing of customized application

2. Exorbitant cost of maintaining test script repository

3. Inability to reuse automated test scripts for successive releases

4. Production defects due to lack of alignment between business and QA teams

… which is why Infosys and HP have specifically developed a solution which helps test Oracle Siebel Applications faster and better.
Infosys and HP’s BPT Solution

Infosys and HP have together developed an end-to-end business process testing solution which leverages component based automation. Enabled by HP’s Business Process Testing framework, the award winning solution overcomes the need for complex driver scripts and reduces dependence on skilled resources such as automation experts. The solution is made up of pre-configured business components, each addressing a specific function in the Oracle Siebel Application.

* The solution won the Best Partner Solution Award at HP Software Universe 2009

Fig 1: Infosys and HP’s BPT Solution

- Pre-built Repository of Business Components accelerates testing during functional and regression test phases to help reduce testing costs by 40% and improve time-to-market by up to 30%.
- Centralized Keyword Repository covering all business functions, ensures changes are reflected across test scenarios involving modified component. This feature helps reduce maintenance efforts by 45%.
- Business Process based approach ensures business flows are tested despite tight project deadlines resulting in greater test coverage and fewer post production defects.
- Component Based Automation enables early engagement of Subject Matter Experts (SMEs) resulting in better alignment with business requirements during test planning and design phase.
- Applicability across all phases of test cycle, including UAT, ensures fantastic ROI.
Case Study

Implementing Oracle Siebel BPT Solution for a Leading Australian Telecom Company

**Client Challenges**

- Client required multiple releases in a very short span of time
- Number of defects in production environment rising steadily
- Unavailability of skilled resources required for development and maintenance of conventional automation suites
- High impact transformation program with client reputation at stake

**Solution Implemented**

Infosys and HP’s Business Process Testing for Oracle Siebel Applications

- Pre-built repository of Business Components which could be used as-is or customized with minimal effort
- Thorough and complete test coverage with increased focus on regression testing
- Component based automation approach to avoid development and maintenance of complex driver scripts

**Benefits Delivered**

- 30% improvement in time-to-market
- 70% reduction in regression testing costs
- Defect removal efficiency 99.65%
Ashwini Nadiger (Ashwini_Nadiger@infosys.com) is a Senior Project Manager in Independent Validation Solutions, Infosys Limited. With over 11 years of experience in IT across different verticals and domains, she has led several large and complex transformation programs. Ashwini specializes in testing of Siebel applications and has spearheaded the development of the Siebel BPT solution, which won the Best Partner Solution award at HP Software Universe 2009.

Vaishali Joshi (Vaishali_Joshi@infosys.com) is a Project Manager in Independent Validation Solutions, Infosys Limited. She has over 9 years of experience in the IT industry and has significant experience leading projects in the telecom sector. Currently, Vaishali is focusing on QA/Test consulting and Test Automation.
Conclusion

At HP, it is our constant endeavor to develop market-relevant solutions and accelerators, in collaboration with strategic partners, to ensure client organizations are able to extract greater value from their existing and future QA investments. Additionally, through the Global Systems Integrator Partnership Program, we aim to jointly promote Thought Leadership, adoption of best practices and pooling of resources with a single-minded objective - delivering best-of-breed solutions and services to clients worldwide.

Infosys is a HP Global Systems Integrator Partner, and displays tremendous commitment and sponsorship from senior management in conceptualizing, developing and promoting solutions and accelerators which help clients successfully tackle challenges faced in the QA world. The Infosys - HP partnership has resulted in both organizations developing expertise across the entire HP Software portfolio. Both organizations have also collaborated successfully on joint GTM solutions and strategies across multiple verticals like Financial Services and Insurance, Healthcare and Life Sciences, Retail, Communications, Manufacturing, Utilities/Oil and Gas. Today, Infosys hosts and maintains an HP Software Center of Excellence in India as a testament to this growing partnership.

Infosys and HP’s Oracle Siebel Business Process Testing (BPT) Solution is great example of the commitment that both organizations have to the Global Systems Integrator Partnership Program. The solution was named as a “Partner Solution Offering of the Year” at the 2009 HP Software Universe. The solution integrates with HP’s Business Process Testing tool, to help QA organizations overcome the typical challenges faced during Oracle Siebel application testing. We strongly believe in the value of this solution and recommend every client consider it before embarking on the journey of testing Oracle Siebel applications.

We are excited about our partnership with Infosys and look forward to working with them on more market relevant solutions and accelerators for clients worldwide.

Regards,

Mark Sarbiewski
Vice President of Product Marketing
Hewlett Packard