

# Heathrow replaces its 15 year-old on-prem eBusiness Suite with cloud applications

A DWS Client Success Story

## Heathrow

*Making every journey better*



### Project Magenta

In 2019, Heathrow launched Project Magenta, a major upgrade of the back office that would replace its 15 year-old on-prem eBusiness Suite with cloud applications, namely Oracle Fusion Cloud ERP and Oracle Fusion Cloud HCM. Replacing existing legacy Oracle systems with new Oracle tools ensured that years of valuable familiarity with Oracle would be retained. This smoothed user adoption, reduced technical migration complexity and accelerated time to value. It was to be the largest business transformation in Heathrow's 75-year history.

The core aim of the project was to modernize the airport's HR, Finance, Revenue, Service and Asset Management systems, the back-office foundation of airport operations, empowering employees with modern tools to unlock their full talent and potential. The People and Finance teams were organised around 5 core processes:

To add to the challenges faced by the individual teams, in March 2020 with COVID-19 the world changed for everyone. The key to Heathrow overcoming this unprecedented challenge was the use of collaborative and highly agile processes which enabled the team to continue to deliver on their objectives.

Ensuring a smooth integration and deployment of this ambitious project required detailed analysis of a huge number of functions, the ability to identify potential problem areas and the effective testing of the new processes to minimise operational disruptions.

### 5 Core Processes





## What role did DWS play in this huge business transformation?

- Heathrow's technology consultant Capgemini had extensive experience of DWS's testing software SwifTest and proposed to Heathrow that it should be an integral part of delivering Project Magenta.
- SwifTest has been designed specifically for use with Oracle Fusion Cloud Apps and is capable of delivering time savings of up to 60% during test execution and up to 70% of time spent creating and maintaining test scripts, whilst delivering the highest levels of quality control.
- After a successful Proof of Concept, SwifTest was incorporated into a Quarterly testing cycle to handle around 150 tests within a two-week window. To achieve the same volume of testing would have taken 3-4 weeks if undertaken manually.
- SwifTest provided high-quality data to DevOps, evidencing each stage of the process, and enabling clear records to be maintained.
- The DWS team worked collaboratively with the Heathrow and Capgemini teams, providing extensive training and support to enable them to obtain the maximum benefits from SwifTest, even enhancing the software to better meet all future customer's needs.
- SwifTest was a key component in the successful delivery of Project Magenta one of the largest and most complex of its nature undertaken in the aviation industry.

**"The SwifTest tool has helped Heathrow improve the quality of our testing and saves us valuable time. It also allows us to have a repeatable and consistent process for testing every quarterly release from Oracle which gives us confidence that the releases will not cause us any disruption. If you are considering automation tools I really recommend SwifTest."**

**CAROLINE KNIGHT – HEAD OF TECHNOLOGY, HEATHROW**





## Outcome

- Project Magenta went live in October 2021, with tasks as different as hiring new colleagues, procuring goods, and generating revenue all brought together into one suite allowing the airport to benefit from efficiency through automation and driving faster, accurate decision making.
- Staff response has been overwhelmingly positive with 93% of all colleagues using the new systems and with an average of 1,000 unique log-ins per day.
- SwiftTest plays an important role in helping Heathrow keep up with Oracle Fusion Cloud Application quarterly updates. The test scripts run quickly, are very easy to maintain, and self-document during each project – it saves time, ensures quality, and can prevent operational disruption.

## About DWS

Dimension SwiftTest™ significantly reduces the time and effort associated with functional testing for JD Edwards EnterpriseOne and Oracle Fusion Cloud Apps. It is the easiest way to set up and execute your testing without the need for specialist test engineers or programmers. Using Dimension SwiftTest, business analysts and super-users can now take ownership of test automation.

DWS serves a global client base with proven methodologies and an innovative range of proprietary software and services. Our solutions help drive down the TCO of your enterprise software by delivering smaller, faster, smarter projects. Discover just how easy it is to use Dimension SwiftTest, and how test automation can transform the way you run projects. Contact us today to arrange for your free software demonstration.

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