

2014 Awards of Excellence Winner

Hybrid Delivery

Gowri Selka, Walgreens

Service virtualization and testing automation speed time-to-market



Application Lifecycle Management

HP Software Professional Services

High-level overview: Using HP, Walgreens has realized the following benefits:

- Reduce application development cycle time (from 10 weeks to 5 to 7 weeks)
- Detect defects early
- Ensure high quality of proprietary business applications
- Optimize resource utilization (do more with less)
- Transform testing into a non-linear, agile process
- Reduce costs

Company: Walgreens is a leader in providing consumers with multi-channel access to pharmacy and health-and-wellness related goods and services.

Contact: As Head of Walgreens Software Quality Assurance and Engineering, Gowri Selka leverages HP Software and Services to deliver high quality and fast time-to-market for the wide range of proprietary applications used by Walgreens's multiple lines of business to generate \$70 billion in annual revenue.

Business goals: Selka and her team tackled several business goals: speed to market by reducing cycle time; ensure application quality through early defect detection; and optimize utilization of both technology and staff resources. Since the integrated environment for enterprise end-to-end-testing is costly, Walgreens wanted to maximize efficiency.

HP Software products implemented: HP Application Lifecycle Management and HP Performance Center, hosted via HP Software as a Service (SaaS); HP LoadRunner; HP Agile Manager; HP Service Virtualization; and HP Unified Functional Testing, including HP Service Desk and HP QuickTest Professional (QTP).

Walgreens also uses HP Software Professional Services, including a recent solution delivery workshop. HP Application Lifecycle Management enables quality management, and HP Service Virtualization enables concurrent testing with reduced infrastructure through service-oriented architecture, automation, and requirements traceability. Walgreens also implemented predictive defect analysis.

Benefits: Walgreens's innovations relate to the complexity of its interrelated systems. Service virtualization enables concurrent development and early testing. HP Software automates rules-based testing, enabling Walgreens to test hundreds of thousands of scenarios of data flow that can occur among its software applications—a level of coverage that cannot be achieved manually, and is repeatable. By the time components are deployed into the integrated infrastructure, the quality is high and teams need to validate only the end-to-end business process.

Additional details: Walgreens also supports HP innovation. By working closely with HP R&D and providing feedback, Selka and her team help HP evolve its software products to deliver greater scalability and robust features for HP customers.



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