kainos® ✚ Saint Luke's

SAINT LUKE'S REGAIN CONFIDENCE & CONTROL WITH WORKDAY TEST AUTOMATION

Project requirements

Increase test coverage

Free SME's from extensive regression testing

Expand testing beyond updates

Project results

2409%
increase in security test coverage

80%
reduction in testers required

3k+
tests ran weekly

Kainos Smart's impact was immediate. During their first major update, it trimmed their testing time by 3 weeks, increased depth and breadth of test coverage and reduced the number of hands-on testers by 80%.

About Saint Luke's Health System

Saint Luke's is a faith-based, not-for-profit, aligned health system committed to providing the highest levels of excellence in compassionate health care and health-related services. Saint Luke's has more than 18 hospitals and campuses and more than 200 primary care and specialty offices treating patients in 65 specialty services across 67 counties in Missouri and Kansas. Saint Luke's has been recognized by U.S. News & World Report as one of the elite hospitals in the nation. For more than 135 years, Saint Luke's has been dedicated to enhancing the physical, mental, and spiritual health of the diverse communities served.

Growth demands increased capacity

In 2015, Saint Luke's Health System purchased Workday as part of its continued commitment to providing employee and patient excellence across its network. With their existing Finance solution due for retirement, and several disconnected legacy systems across HR, Recruiting and Payroll, they decided on a Financials-first deployment to ensure Workday arrived on time for the organization's new financial year.

With HCM, Payroll and Recruiting also in scope, and big plans to grow their Workday footprint, Saint Luke's realised that a wholly manual approach to testing wouldn't be sustainable.

Workday's rapid deployment and ease of use ensured that Saint Luke's went live on time and delivered a high level of user adoption across the network. As an organization, they also wanted to make sure that they continued to grow their Workday footprint, but as that increased, so too did their requirement for testing. IT business leaders were keen to automate as much as possible; however due to budget constraints, they operated a manual testing operation from go-live until 2019.

Resource constraints intensify testing pressures

With little time to manually test any aspect of their Workday tenants, Saint Luke's concentrated their testing efforts on major configuration changes and bi-annual updates. Limited experience with testing procedures also meant that upfront training was required to support update testing.

The five-week preview window would typically see Saint Luke's draft in around 40 testers, including SMEs from various functional areas such as HCM, Payroll, Benefits, and Recruiting. With Business Partners focused on production tenants, a lot of time was spent upfront on training and detailing instructions—telling them what they needed to test, what changes were being made and what the anticipated results should be. And then if there was anything unexpected, creating a process on how they would report back.

In addition to automating Workday updates testing, the Kainos Platinum team now runs Finance, HCM, and Security tests every week, providing valuable analyses of issues found.

Restricting test efforts to these timelines had further implications for Saint Luke's. Their 40-strong team spent the preview window using most of their time and resources on testing with little opportunity to explore any of the new features.

Limited resources made it difficult to adequately regression test their security configuration, which also heightened concerns for HRIS. For example, sometimes things changed with security and the team didn't automatically learn of those changes. Without manually testing, role by role, there was no way to comprehensively test security.

Manual feature release testing catches HRIS by surprise

In 2018, Saint Luke's IT leadership began exploring the viability of adding Kainos Smart to the HRIS team's toolkit, but the project was delayed due to budget reallocation.

However, when the HRIS team experienced challenges during Workday 32, the need for test automation became apparent. During the release, some of the automatically available changes that Workday implemented for Financials were missed and there were significant impacts to their Workday Financials configuration. This was the catalyst for Saint Luke's to move towards automation, ensuring they would be best prepared for future feature releases.

The impact of Kainos Smart

In 2019, Saint Luke's went to market for an automated testing solution that would proactively test their security configuration, significantly reduce manual test effort while increasing test coverage and allow SMEs' efforts to refocus on strategic work. With leadership buy-in and budgets granted, the team purchased the Kainos Smart Platinum service for HCM, Finance, Security and Recruiting and experienced the benefits of automation for their first feature release during Workday 2020R1.

Smart's impact at Saint Luke's was immediate. During their first major update using Smart, it trimmed their testing time by 3 weeks, increased depth and breadth of test coverage and reduced the number of hands-on testers by 80%.

HRIS and SMEs reinvest time into strategic activities

With Smart now doing the bulk of heavy lifting during feature releases, both the HRIS team and functional leads have been able to reinvest their time into strategic activity. During Workday's bi-annual updates, the functional teams are no longer removed from core tasks, and the number of testers involved in update testing has reduced from 40 to just eight people.

When Saint Luke's previously carried out almost 200 manual tests, within each test, hundreds of hours of prep were needed across the board from HR, Finance, Recruiting and Payroll. By leveraging automation, Saint Luke's executives' aimed to give time back to those functional areas by removing manual testing and enabling SMEs to concentrate on higher-value tasks. Most of their time is now spent focusing on adopting new Workday features instead of testing them, which was one of the ultimate goals.

Increased test coverage provides extra security

With Smart, Saint Luke's has increased its test coverage to match its requirements. In addition to automating Workday updates testing, the Kainos Platinum team now runs Finance, HCM, and Security tests every week, providing valuable analysis of issues found.

The weekly tests also provide the team with great confidence and peace of mind. Saint Luke's is confident that they can identify any issues, including changes made both by their own team and also by Workday. These changes could unintentionally cause knock-on effects that they can now pick up on, which is something they never had visibility of before.

Saint Luke's has also eliminated concerns for testing their Security configuration, an area previously untouched. Smart now runs 2,409 security tests weekly, significantly reducing risk and instilling further confidence for the team.

Saint Luke's wanted a solution that would proactively test their security configuration, allowing SMEs' efforts to refocus back to strategic work.

Impressive partnership built for future success

Smart has provided the HRIS team with increased confidence and enhanced control over their Workday configuration, security and resources. The team is impressed by the level of customer service delivered by Kainos and looks forward to continuing the expansion of testing beyond updates.

Currently implementing Smart Payroll and scheduled to extend their Smart footprint with Integrations testing, Saint Luke's will soon be live in all areas and benefit from the full platform experience, especially for the Workday 2020R2 release, which will add a greater reduction in manual testing hours. What excites both parties most of all is knowing the potential of the Smart tool and what it can bring to future projects and modules down the line.

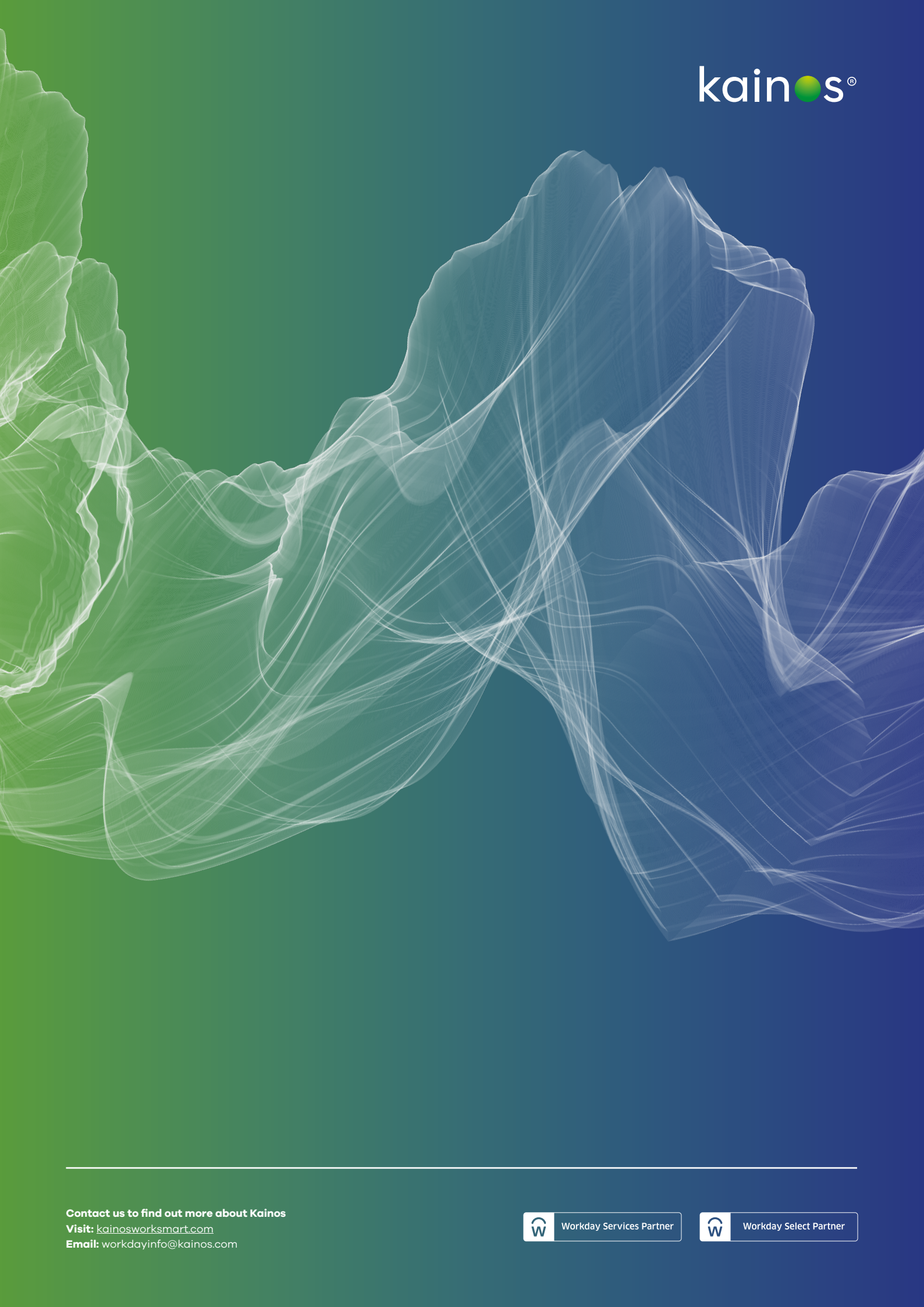**Contact us to find out more about Smart:**
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