



Service Definition - SAP S/4HANA ERP Testing

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1 Overview

Transform SAP S/4HANA delivery from a complex technical programme into confident, controlled deployment of critical citizen services. 2i's AI-powered SAP S/4HANA ERP Testing service provides independent assurance that enables your organisation to deliver SAP S/4HANA releases on time while maintaining service continuity and protecting operational services citizens depend on. We enable delivery teams to implement transformational change predictably while demonstrating responsible use of public funds to leadership and stakeholders.

Our value-for-money framework drives the fastest and most effective approach to testing SAP S/4HANA, giving you clarity on what works and where risk is still being carried. By preventing defects at the earliest, most economical point in the delivery lifecycle, we help organisations reduce technical, operational, reputational, and financial risk while delivering auditable value for money within the first 3 months of engagements.

Our automation-first approach enables your organisation to move faster with reduced operational risk while maintaining the high standards of service delivery citizens expect. By lowering deployment failure rates and reducing post go-live issues, organisations shorten change lead times, increase deployment frequency, and confidently deploy SAP S/4HANA to support organisational transformation. Teams regain confidence and capability as manual testing overhead is reduced through modern practices that protect critical citizen services.

2 Benefits

- Deliver SAP S/4HANA releases on time, within budget constraints and right first-time
- Prevent defects reaching production and affecting the citizens who depend on your services
- Demonstrate effective use of public funds through measurable outcomes and auditable evidence
- Enable faster, more frequent SAP S/4HANA releases with improved predictability and reduced operational risk
- Deploy SAP S/4HANA with clear, evidence-based assurance supporting confident decision-making
- Reduce change failure rates and post go-live disruption to citizen-facing services
- Minimise the duration, team size and costs required for post-implementation support
- Reduce technical, operational, reputational, and financial risk through proven SAP S/4HANA test processes
- Build reusable test assets that reduce ongoing cost of SAP S/4HANA quarterly releases
- Increase stakeholder confidence and trust in delivery outcomes with comprehensive test evidence

3 Features

- AI-powered business risk mitigation aligned to SAP S/4HANA business process criticality and strategic outcomes
- Defined, evolving Test Strategy aligned to programme delivery approach and governance requirements
- Early stakeholder engagement defining functional requirements, compliance obligations, and risk factors
- AI-assisted, risk-based prioritisation and scoping of SAP S/4HANA functional testing
- Test automation embedded to accelerate delivery and support ongoing quarterly releases
- Generative AI to create manual and automated SAP S/4HANA test assets with AI-supported maintenance to reduce ongoing costs
- Requirements analysis and traceability aligned to statutory and compliance requirements
- Clear quality metrics and full audit trail supporting evidence-based, accountable decision-making

- Full support for organisational users involved in testing activities such as UAT
- Clear, risk-driven go/no-go decision criteria with comprehensive supporting evidence

4 Deliverables

Our deliverables provide the evidence and documentation you need:

- Test Strategy & Planning aligned to delivery approach and governance frameworks
- Tooling Assessment and Setup
- Change Impact, Risk Assessment and Mitigation Plans
- Requirements Analysis and Traceability to compliance obligations
- SAP S/4HANA Test Scenario Build – Manual and Automated
- Test Execution Results, Defect Reports and Evidence
- Quality Metrics and Progress Reporting
- Go/No-Go Decision Matrix with supporting evidence
- Test Completion Report with Recommendations
- Knowledge Transfer, Test Asset Repository and Process Documentation

5 How it Works

To deliver consistent, high-quality SAP S/4HANA testing assurance, we take a proactive, structured approach with strong stakeholder engagement, underpinned by deep SAP S/4HANA technical delivery expertise. This ensures all relevant information such as technical, operational, and organisational factors is captured, analysed, and translated into a testing approach that all stakeholders can understand and use to make evidence-based decisions with certainty and confidence.

5.1 Engage – Establishing trust and shared intent

Effective SAP S/4HANA assurance starts with strong relationships. Before defining strategies or executing tests, we invest time in understanding the people behind the service: delivery teams, operational stakeholders, and decision-makers.

We proactively engage with stakeholders, supporting teams to be open about constraints, risks, and operational pressures. Through early conversations, we build trust and establish a collaborative partnership rather than a supplier relationship.

This early engagement ensures SAP S/4HANA testing is aligned to real delivery challenges and shared objectives, forming the foundation for effective collaboration throughout the engagement.

5.2 Discover – Building your risk model

Discovery is driven by listening and evidence gathering. We collaborate with stakeholders to understand service objectives, business processes, architecture, operational models, and functional and non-functional requirements.

Through process mining, structured workshops, interviews, and one-to-one discussions, we uncover both technical and organisational factors that influence quality and operational risk. A risk model is built by scoring business impact and technical complexity across every end-to-end SAP S/4HANA process, providing your organisation with a detailed guide on how best to mitigate risk for your organisation. This includes understanding SAP S/4HANA release cadences, integration dependencies with existing systems, accessibility requirements, and the realities of operational support for citizen-facing services.

This gives your organisation instant control to assess available timelines, scale of testing, size of teams and dial up or down the level of detail and risk mitigation provided by testing phases. Your risk model is used to prioritise test build and execution activities. Should there be issues

impacting overall programme progress, this model gives you detailed information on how testing can flex to support accelerating timelines or the reasons why it shouldn't. As testing progresses, don't just rely on the number of tests successfully executed, but a much more informative view on whether your high-risk areas have been successfully validated – enabling informed decision-making and successful, uneventful go-lives.

5.3 Solution – Co-creating the Testing approach

Based on shared understanding and insight, we work side by side with clients to co-create a tailored SAP S/4HANA testing solution.

Rather than imposing pre-defined models, we collaboratively define:

- Scope and aims aligned to SAP S/4HANA business process impact and technical risk of failure
- Measurable quality outcomes and success criteria
- A risk-driven Test Strategy aligned to delivery methodology
- A balanced roadmap of early assurance and reusable test frameworks for ongoing SAP S/4HANA releases

All decisions are evidence-led and expressed in clear, accessible language, ensuring alignment across technical and non-technical stakeholders and supporting transparent, accountable decision-making. This collaborative approach builds ownership and ensures the solution delivers practical, relevant assurance.

5.4 Mobilise – Turning strategy into action

Once the approach is agreed, we align roles, responsibilities, and governance to enable effective delivery from day one. We establish clear communication channels, outcome-focused reporting, and proactive risk management to ensure transparency and confidence throughout execution.

As stakeholders have been involved in shaping the solution, teams move forward with clarity and ownership. This clearly defined, adaptable mobilisation approach transforms uncertainty into confidence and ensures SAP S/4HANA testing is integrated smoothly into ongoing delivery.

5.5 Deliver – Evidence, assurance, and lasting confidence

Delivery focuses on measurable outcomes and meaningful impact.

Building test assets is a major activity for SAP S/4HANA programmes and releases. The sheer scale of test cases often leads to high-level scripts being built which are not usable by non-SAP skilled resources and cannot be reused for ongoing test cycles. 2i provides accelerators to rapidly build test assets at a detailed level which can be used by your users in UAT and by operational teams. Both manual and automated tests are built which are reusable through multiple test phases and, importantly, for beyond go-live and any future ongoing testing activities such as weekly or quarterly SAP S/4HANA releases.

Test Execution across all test phases is structured to tackle high-risk and high-complexity areas at the earliest opportunity. Not only does this identify critical defects earlier, but it also prevents unwanted critical surprises being found in the build-up to go-live. Testing activities are executed across appropriate test levels and environments to generate reliable, repeatable evidence. Results are presented through clear reporting that supports fast decision-making, assurance activities, and ongoing service improvement. As tests are completed, progress is measured by the risk mitigated, giving confidence in a smooth and uneventful release.

Outcomes typically include:

- Reduced risk of quality issues affecting critical public services, protecting citizen welfare and your organisational reputation
- Detailed SAP S/4HANA test cases usable by your non-SAP skilled resources
- All tests mapped into the risk model for instant risk-based coverage visibility
- Test Execution structured to validate high-risk and high-complexity areas early
- Clear evidence of SAP S/4HANA system quality and readiness for deployment
- Early identification and mitigation of quality risks
- Informed, confident go/no-go decisions backed by comprehensive test evidence
- Improved collaboration and quality awareness across delivery teams

Beyond delivery, we leave behind increased capability, clarity, and confidence. The true measure of success is not just test results, but the certainty and assurance clients gain to operate and change their SAP S/4HANA services safely, sustainably, and predictably in live operation.

6 Pricing

Services are priced based on client requirements and delivery model. Engagements can be delivered on a **Time & Materials** or **Fixed Price** basis, depending on scope, risk profile, and complexity.

Pricing is designed to demonstrate value-for-money through risk reduction, delivery efficiency, and improved service outcomes. Please contact us for any further information.

7 Why 2i

2i is a multi-award-winning, independent QA and testing consultancy headquartered in Edinburgh, with UK-wide teams and capacity in Coimbatore, India. Since 2005, we've delivered confidence through assurance, reducing risk, accelerating delivery, and embedding quality with strategic test consultancy, AI-enabled test automation, and lean delivery alongside client and multi-supplier teams.

In late 2024, we strengthened our position by acquiring nFocus, combining two leading consultancies into one of the UK's largest testing teams: 400+ professionals, including 240+ focused on test automation. This scale enables rapid mobilisation across major UK locations and flexible resourcing as needs change.

We operate across highly regulated sectors and major public sector programmes, leading on quality engineering and AI assurance where required. Clients gain a trusted partner that integrates quickly, upskills in-house teams, and delivers predictable outcomes, strengthening quality and operational confidence.

We're people-first and Great Place to Work® accredited for three consecutive years. As a Scottish based company, we also commit to community benefits, Fair Work First practices, above-living-wage pay, 4% revenue reinvested in learning, and a carbon reduction plan supporting net-zero goals.

8 Client Value

We currently deliver testing services to several clients in the Scottish Government and UK Central Government, including on critical national infrastructure projects where we have de-risked some of the largest and most complex delivery programmes in Europe.

During our partnership with the Scottish Government, we won an award at the European Software Testing Awards in 2021.

9 Contact

Call +44 (0) 131 220 6888 or email info@2itesting.com to discuss your technology challenge and learn how 2i can help you.