

G Cloud 15- Framework Service Definition

Crown Commercial Service

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1. Introduction to Panaya: Transform Enterprise Applications with Confidence

Panaya is a global leader in change intelligence, test management, and codeless test automation for ERP and cloud business applications. Since 2006, we've helped organisations accelerate application change with lower risk and higher quality—leveraging nearly two decades of experience across mission-critical enterprise environments.

Today, Panaya supports more than 3,000 customers in over 60 countries, including many of the Fortune 500. Our deep expertise spans SAP, Oracle, Salesforce, and other core business platforms. Delivered as a secure, SaaS-native solution, our platform provides rapid deployment, global scalability, and continuous innovation.

We understand that digital transformation requires organisations to innovate continuously while managing complexity across diverse systems. Panaya's intelligent platform unifies impact analysis, test data management, and codeless test automation to help enterprises execute transformations faster, safer, and with unmatched visibility.

Beyond technology, we serve as a strategic partner. We align your business objectives with proven transformation methodologies to ensure seamless delivery of even the most complex migrations, upgrades, and modernisation programs.

With operations across EMEA, APAC, and North America, we support thousands of successful transformations every year. Whether modernising legacy systems, migrating to the cloud, or implementing new business processes, Panaya provides the intelligence, automation, and risk mitigation needed to deliver results with confidence.

Our greatest strength lies in our people and our platform's ability to adapt to your unique business landscape. Recognised by Gartner, Forrester, G2, and other leading analysts, Panaya is trusted worldwide for excellence in enterprise application testing and transformation intelligence. Our commitment to innovation, customer success, and operational rigor defines how we partner with every client.

2. Overview of Our Product Offerings

Panaya's AI-powered, SaaS-based Enterprise Testing and Change Intelligence Platform enables organisations to accelerate and de-risk ERP and CRM application changes and continuously deliver innovations while eliminating risks. Panaya's solutions ensure safe innovation streams and tighter collaboration between Business and IT. Enabling enterprise agility with faster release velocity and uncompromising quality, Panaya delivers an optimised user experience with differentiating ease of use and end-to-end visibility of project status and bottlenecks. Since 2006, 3,000 companies in 62 countries, including a third of the Fortune 500, have been using Panaya to deliver quick quality change to enterprise ERP and CRM applications.

2.1 Panaya TDx Platform

2.1.1 KEY BENEFITS

A best-of-breed testing platform for ERP and enterprise cloud applications, that combines cross-functional business process testing with smart ERP change analysis, reducing test times by 85% and accelerating digital transformation.

- **One Platform.** Orchestrate and streamline all test management activities in one unified SaaS platform: business requirements, manual and automated test management, test execution, defect management, and real-time monitoring.
- **Business Centric.** Improve UAT by mirroring end-to-end scenarios in a collaborative testing workflow and powerful accelerators including auto-generated test evidence and business process documentation.
- **Zero Risk.** Optimise testing resources with AI-powered Change Analysis to know exactly what to test without compromising on quality.
- **Actionable Insights.** Gain real-time visibility and smart insights with customisable reports and dashboards so you can make informed decisions and remove testing bottlenecks.
- **Simply SaaS.** Deploy in minutes and onboard in hours. Panaya is an easy-to-use and intuitive SaaS solution that creates a seamless experience for both business and IT teams.

2.1.2 PLATFORM HIGHLIGHTS

- Test Planning
 - Effortless test cases migration: Automatic import of existing test cases from any format.
 - Enable cross-functional business process testing: Test scenarios reflecting end-to-end business process sequence with individual assignment and status monitoring for every test step.
 - Optimise your test scope: Smart change analysis pinpoints impacted business process scenarios and tells you what to test.

- Test Execution
 - Manage collaborative and sequenced business process testing: Automatic notifications and 'pass the baton' mechanism, designed specifically for business process testing with disparate stakeholders.
 - Real-time insights: With embedded reports and dashboards (testing progress, plan vs actual, etc.)
 - Automatic test documentation: Capture all screenshots and detailed interactions performed by testers. Record test evidence in SAP GUI, SAP Fiori, SuccessFactors, Oracle ERP, Oracle ERP Cloud, Salesforce, ServiceNow, Workday, and any other web or desktop application.
- Test Automation (Optional Add-on, see Panaya Test Automation, below)
 - Build, manage, orchestrate, execute, and monitor both manual and automated tests in one platform.
 - Optimise test scoping for both manual and automated tests.
 - No Code Script Builder that records business process activity and generates automation assets.
- Smart Defect Management
 - Closed-loop defect management with automatic workflow between testers and developers.
 - System-wide defect alerts for open defects that might affect other test scenarios. Prevent wasteful activity and controls defect inflation.
 - Auto-generated steps to reproduce and detailed screenshots accelerate defect resolution.
 - Embedded reports and customisable dashboard monitor defect progress, priority, status, and more.
- Perform advanced report analysis: With detailed tailorable list views including customised filters, column selections, and grouping capabilities to gain maximum insights from your project activities.
- Enterprise-Grade Capabilities
 - Automate project updates and provide real-time alerts to key stakeholders: With an automation rules centre that lets you create custom workflows for your projects.
 - Stay compliant with e-signature and regulated cycles for test design and test execution approvals. Benefit from a full audit trail and traceability between requirements, tests, and defects.
 - Fit your needs: With customisations of fields, workflows, user roles, etc.
 - Scale enterprise testing excellence: Make IT and business methodologies converge in the same platform by streamlining testing processes and supporting the implementation of quality process initiatives (TCoE, testing factory, etc.)

2.2 Panaya Test Automation

2.2.1 KEY BENEFITS

- **Unified SaaS Platform.** Fully automated test execution within Panaya, sharing the same SaaS platform, look and feel, and user interface. Manage, execute, and monitor both manual and automated tests within the same solution.
- **No-Code Capabilities.** Panaya's No Code recording model supports the rapid generation of new test automation scripts by non-technical users. Business stakeholder can easily record automation assets from scratch; much the way they run manual tests within Panaya. Embedded,
- **AI-powered Acceleration:** Key features include the ability to build complex calculations, expressions, and validations using natural language constructs, precluding the need for IT to enhance and manage automation assets. AI-powered actions can execute test steps when traditional locator identification fails.
- **AI-powered Self-Healing:** Superiors recording technologies identify multiple Locator IDs, providing built-in failover to user actions. AI can automatically determine and execute failed test steps when unanticipated UI changes prevent previously working test steps from executing.
- **Actionable Insights.** Gain real-time visibility into test automation throughput and any issues that may arise, by leveraging Panaya's reporting and dashboard capabilities. Real-time and actionable insights allow you to easily identify bottlenecks, make informed decisions, and quickly address issues.
- **Full Panaya Integration.** Automated test assets instantly correlate to Panaya's best-of-breed technical impact risk factors, the same way manual tests and imported tests do, enabling further test optimisation, identification of gaps in automated test coverage, and flagging automated tests that may require remediation due to changes in their underlying processes.

2.2.2 PLATFORM HIGHLIGHTS

- Test Planning
 - Manage and organise automated tests within the test management platform as our manual test support.
 - Build Cycles and folder of manual, automated, and mixed assets, optimising your projects and initiatives.
- Test Execution
 - Build test sets and schedule execution times
 - Tag tests so they are only executed by specific agents, ensuring successful outcomes when specific executables are required (e.g. SAP GUI client)
 - Automatic test documentation: Capture all screenshots activities run by the script.
 - Run automated tests in SAP GUI, SAP Fiori, Oracle Fusion Cloud, Salesforce, and any other web application.
- Perform advanced report analysis: With detailed tailorable list views including customised filters, column selections, and grouping capabilities to gain maximum insights from your project activities.
- Enterprise-Grade Capabilities
 - Codeless editing model, bulk test scheduling, and review of actual vs expected results are the tip of the iceberg.
 - Panaya's flexible Agent model supports parallel test execution at scale.
 - Full integration with Panaya's Automated Rules Center to simplify common administrative tasks and ensure data integrity and compliance.

2.3 ORACLE Vendor Driven Impact Analysis

2.3.1 KEY BENEFITS

- **Ensure a simple and risk-free Oracle E-business Suite upgrade** while cutting down your project scope by 80%. Panaya identifies risk in more object categories than any other vendor and downscopes risk based on actual code and usage, pinpointing essential activities.
- **Accelerate your project.** Get a tailor-made, ready-to-execute upgrade project plan based on your unique system customisation and usage in less than 48 hours – including all corrections tasks and testing activities.
- **Oracle's Readiness Scripts Are Free, But Insufficient.** 80% of Oracle Script results are false alarms and its analysis only covers 70% of your upgrade risk. No actionable insights are provided, and Readiness report outputs are a tedious unfriendly log scan of row changes.

2.3.2 PLATFORM HIGHLIGHTS

- Full project plan including all tests and corrections.
- Don't settle for generic best-practice plans. Get a tailor-made, ready-to-execute upgrade project in less than 48 hours. Optimise your scope with risk-based testing analytics based on your code and usage.
- Real-Time Customisable Dashboards: Gain real-time visibility into your progress and remove bottlenecks with your own customised KPI view, fully actionable to control each step of your project.
- Collaborative Fix and Test Management Workflow: Review annotations on impacted code snippets, suggested fixes, and tests to validate, automatically letting your team know what to do and when to streamline your project, so you can go live with zero risk to production.

2.4 ORACLE Change Analysis

2.4.1 KEY BENEFITS

- **Go Live Twice as Fast.** With reduced test scope and collaborative testing designed specifically for Oracle.
- **Gain Real-time Visibility.** Analyse patches and customisations in real-time based on your system.
- **Optimise Your Test Scope.** Test only the impacted business processes with data-driven risk-based testing.
- **Avoid Post-Go-Live Risk.** Instantly identify the unanticipated impact of changes before making them.
- Release updates and implement requirements to your Oracle system based on actual code and usage, not estimations.
- Foresee the impact of any patch or custom development, so you know what business processes and integration points will break.
- Leverage risk-based testing and collaborate effectively to ensure quick and risk-free go-live.

2.4.2 PLATFORM HIGHLIGHTS

- **AI-Based Impact Analysis:** See the risk of any impacted object, its respective production usage, and test coverage score. Easily map any impacted entry point within your business process library to understand the downstream impact on any business process.
- **Risk-Based Test Scope:** Optimise test coverage based on existing test libraries to address all your risk based on impacted forms, reports, and concurrent programs. Find gaps in your current test plans and automatically generate new tests.
- **Customised Dashboards and Reporting:** Our entire team can collaborate on one easy-to-use SaaS platform anytime and anywhere and drive requirements, testing, and defect resolution via compilation with built-in email notifications and customised reporting and dashboards that anyone can use.

2.5 SAP ECC Vendor Driven Impact Analysis

Panaya guides you through every step of ECC, EHP and SPS upgrades – reducing costs and effort by half while eliminating business risk – automatically planning, scoping, prioritising, and testing all your ECC changes to guarantee risk-free go-live.

2.5.1 KEY BENEFITS

- **Eliminate Upgrade Risk:** See exactly what will break, what to fix, and what to test
- **Save Over 50% of Project Time and Resources:** Scope based on your actual code and usage to fix and test only what really matters.
- **Gain Visibility Over Every Aspect of Your Project:** Proactively control your upgrade and team progress with real-time insight into each step.
- **Start Immediately:** Kickoff your project in 48 hours with a ready-to-execute plan on an easy-to-use SaaS solution.

2.5.2 PLATFORM HIGHLIGHTS

- **Panaya Patented Impact Analysis for EHP/SPS Upgrades:** Gain immediate insight into your impacted objects and their respective production usage, test coverage, defects, and correction tasks, with real-time progress visibility and actionable reporting – all made accessible in one SaaS platform.
- **Automatic Scoping:** Define the optimal correction and test coverage based on your customisation and usage.
- **Test Management Platform Designed for SAP:** Get real-time visibility into your functional, regression, and UAT testing cycles. Control each aspect of your testing, with built-in collaboration and documentation, closed-loop defect management, and real-time customised dashboards, designed explicitly for SAP testing.

2.6 SAP S/4HANA System Conversion

The safest solution for SAP S/4HANA system conversion. With a tailor-made conversion plan that optimises your project scope based on your customisation and usage. And with automated code remediations and test plan, all in one easy-to-use SaaS solution.

- **Panaya Change Intelligence Impact Analysis for S/4HANA.** See the implications of S/4HANA upfront with in-depth S/4HANA conversion analysis spreading across custom and standard objects, covering dozens of correction categories, and over 70 correction types and 11K deleted transactions, including all correction activities, cloned programs, and impact on test catalog.
- **Optimal Scope and Timelines Assessment.** Build your business case, project plan, and timeline based on detailed effort estimation already broken down into multiple categories and types. Optimise your project scope by knowing each tasks' and tests' priority, focusing on the right corrections and tests to ensure you eliminate your risk as you minimise your scope.
- **Quantified Data-Driven Effort Estimation.** Make an informed decision on your resource allocation by understanding the appropriate effort, time, and skill set required in each team. Decide what to allocate to external SI or each of your internal teams by knowing the optimal effort estimation in person-hours for each workstream.

2.6.1 KEY BENEFITS

- **Eliminate Migration Risk.** Foresee what will break, what to fix, and what to test.
- **Cut Down Project Time and Budget by Half.**
- **Reduce code remediation efforts by 90%**
- **Get it Right the First Time.** Futureproof each step upfront based on real-time S/4HANA insight.
- **Gain Visibility and Control.** Control your progress with real-time insights into each step.

2.6.2 PLATFORM HIGHLIGHTS

- **Complete SAP S/4HANA System Conversion Assessment:** Know all your project activities and effort in under 48 hours. Save hundreds of working hours, with end-to-end project estimations and optimisation factors, covering both remediation and testing activities.
- **Panaya Change Intelligence Impact Analysis for SAP S/4HANA:** See your risk up-front with in-depth S/4HANA conversion analysis spreading across custom and standard objects, covering dozens of correction categories, and over 70 correction types and 11K deleted transactions.
- **Intelligent Code Remediation:** Reduce project costs with 90% auto-corrected HANA migration, S/4HANA simplifications, obsoleted functions, and cloned programs, ready to deploy in a touch of a button directly into your Dev system. SAP Certified.
- **Monitor and control your progress in real-time** with full visibility over automatic and manual code correction planning and execution. Selectively decide which corrections to fix (automatically or manually) and synchronise corrections in real-time to monitor project progress.
- **Intuitive and Actionable Project Cockpit:** See and control project status in real-time with an easy-to-use actionable project cockpit. Easily navigate between different work-streams and drill down to the correction or test level with the click of a mouse.
- **SAP S/4HANA System Conversion Reports:** Leverage the best SAP and Panaya have to offer with a comprehensive, detailed list of insights: Deleted transactions » Recommended Fiori apps » Impact on test catalog » Simplification items » Satellite applications » Fitness state » Object snapshot.

2.7 SAP S/4HANA Greenfield Implementation

Bring agility into your S/4HANA implementation from start to finish. Control each step of your project from requirements to business process definitions and business process testing, so you can accelerate your S/4HANA implementation even when working remotely.

2.7.1 KEY BENEFITS

- Deep, proactive insights into allowing you to know which business processes will fail in S/4HANA and which to lift and shift before building new ones.
- Unparalleled testing efficiency makes it easy for your global teams to collaborate as if they were across the hall.
- Real-time visibility, allowing you to monitor test and defect management progress to take immediate corrective actions.
- 40% faster test cycles with effective business user collaborations, eliminating your idle time and avoiding bottlenecks.

2.7.2 PLATFORM HIGHLIGHTS

- Progress visibility and real-time actionable insights provide intuitive, customised, and personal dashboards and real-time actionable insights into requirements, test cycles progress, defects resolution, and users' activities or workload.
- **SAP S/4HANA Impact Analysis Life-and-Shift:** See the impact of an S/4HANA migration on your exciting business processes and testing assets before you decide which processes to lift and shift, and which ones to build from scratch, all based on the most comprehensive S/4HANA system conversion analysis spreading across custom and standard objects, covering 12 correction categories, over 70 correction types and 11K deleted transactions.
- **Business Process-Centric Test Planning and Execution:** Panaya mirrors end-to-end business processes activities in a unique and intuitive sequence of steps, each assigned to a specific user. Facilitate remote collaboration between your cross-functional and globally dispersed team within the business process and control the full execution at the step or business process level.
- **Built-in Collaboration:** "Pass the baton" with complex business scenarios that involve multiple testers. Automatically notify testers when it is their turn to take part in business process testing, so they know precisely when to test, what to test, and what data to use. Enable continuous collaboration between stakeholders via automatic notifications, comments, and mentioning capabilities.
- **Automatically Standardised Documentation:** Save valuable time by automatically capturing every application's step, while testing (activities and screenshots). Effortlessly generate audit-ready test evidence.
- **Holistic Defects Management:** Auto-generated screenshots and steps to reproduce eliminate back and forth communication between testers and developers. Defects are easy to log and can be assigned "on the fly" while testing.
- **Closed-loop Quality:** Panaya automatically notifies related testers to re-test after defect resolution, so every resolved defect is closed by the ones who opened it. Our unique System-Wide Defect feature anticipates defects' influence on related tests, allowing you save wasteful efforts and prevent defects inflation.

2.8 SAP ECC and S/4HANA Change Analysis

(Real Time Transport Analysis)

Now there is a smarter way to change. Panaya maps every inch of your SAP landscape, so you finally understand the exact impact of every change. Then hands you change-by-change navigation, so you see what to fix, what to test, and how to test it. No more surprises. No more spreadsheets. No more fearing the worst. With Panaya, you embrace every change – big or small – quickly, safely, and with complete confidence.

2.8.1 KEY BENEFITS

- **Capture Complex Dependencies.** Always be innovative. Whether it is a vendor upgrade, service pack or patch, Panaya accelerates delivery, so you stay one step ahead of change.
- **Reduce “Go Live” Risk.** Take risk out of the go live equation. See the impact of any change before you make it, know exactly what to fix and test, so you get changes right on the first try.
- **Change Analysis.** Optimise test cycles by up to 85%, by pinpointing the impacted business scenarios and suggesting what(not) to test.

2.8.2 KEY PLATFORM HIGHLIGHTS

- Smart View of Change and Dependencies
 - Real-time transport analysis.
 - Zero in on the root cause of issues from a single dashboard that shows you detailed reports, related project results and dynamic visualisations, so you take precise action faster.
- See Exactly What to Test and Fix
 - Check your changed code against existing code and prioritise based on all the data inside your unique ecosystem, so you only test what needs testing and accelerate time to production.
- Automatically assess test plan scope, provide recommendations for library assets to add, or redundant test scope to eliminate.

2.9 Panaya Release Dynamix

Companies can track Requirement status and related risk factors relating to specific deliverables and their associated Projects and Releases. This capability leverages key aspects of Panaya's Testing and Defect Management as well as Change Analysis features.

2.9.1 KEY BENEFITS

- **Manage Complex Requirements.** Structure your feature request \ requirement hierarchies to accommodate your company's standards, supporting waterfall, agile, and hybrid methodologies.
- **Coordinate Requirements.** Assign requirements to your Projects and schedule them across Releases, providing status across multiple dimensions.
- **Real-Time, Actionable Risk Factors:** Optimise your Q-gate decisioning based on real-time risk factors regarding status including Requirement Status, Open Defects, Untested features, Outstanding development tasks, and more.

2.9.2 KEY PLATFORM HIGHLIGHTS

- Project, Release, and Requirement Management
- Portfolio Planning Board
- Real-time Development Progress and Burndown Charts
- Project and Release-level Risk Cockpits
- Approval Status Tracking
- Change Conflict Remediation
- Requirement Traceability

2.10 Salesforce Change Analysis

(Real Time Salesforce Component and Root Cause Analysis)

Panaya ForeSight maps every inch of your SAP Salesforce org, so you finally understand the exact impact of every change – before it happens. Panaya identifies all interdependencies across Standard, Custom, and 3rd party components so you can instantly understand the ripple-effect of every planned change.

2.10.1 KEY BENEFITS

- **Capture Complex Dependencies.** All core Salesforce components are analysed and mapped.
- **Reduce “Go Live” Risk.** Take risk out of the go live equation. See the impact of any change before you make it, know exactly what to fix and test, so you get changes right on the first try.
- **Root Cause Analysis.** Optimise technical support by searching for terms and messages within your code metadata.

2.10.2 KEY PLATFORM HIGHLIGHTS

- Smart View of Change and Dependencies
 - Real-time component risk analysis.
 - Optional CPQ analysis- real time CPQ change analysis.
 - Optional Change Watch – identify code discrepancies across salesforce orgs.
- Fully integrated with Panaya’s manual and automated testing capabilities

2.11 Service Package

- Panaya provides customers with a dedicated Customer Success Manager (CSM) who assists with implementation, onboarding, and basic training.
- Customer support requests should be sent by logging into Panaya support portal via Panaya application or by an e-mail to support@panaya.com.
- Support queries are prioritised by the Panaya support team who will respond to the Customer either by a message in the Panaya support portal or a direct email.

2.12 Two Days Training (Online)

- Typical onboarding for new users takes less than 1 calendar day.
- Basic user onboarding can be completed in approximately 2 hours.
- Advanced users and Administrators typically require 4 hours of training.

For more information, contact askus@infosys.com



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