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CASE STUDY

Building a future-ready testing framework

Planit's role in Aruma's digital transformation and BAU excellence

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Aruma, a leading national disability services provider in Australia, embarked on a large-scale transformation to modernise its CRM, while ensuring its business-as-usual (BAU) operations continued seamlessly. To achieve this, Aruma engaged Planit as its exclusive testing partner, responsible for delivering quality assurance across both its flagship transformation programme and BAU operations.

Our team provided end-to-end leadership, management, planning, and execution of all test phases for the transformation initiative. Alongside these project-focused efforts, we were also tasked with establishing a Testing Centre of Excellence (TCoE) to enhance and modernise Aruma's long-term testing capability for BAU operations.

Key Outcomes:

Planit was recognised as the 'Gold Standard' among vendors supporting the transformation initiative.

The first release of the transformation programme was deployed with **zero Sev 1/2 defects**, ensuring a smooth go-live.
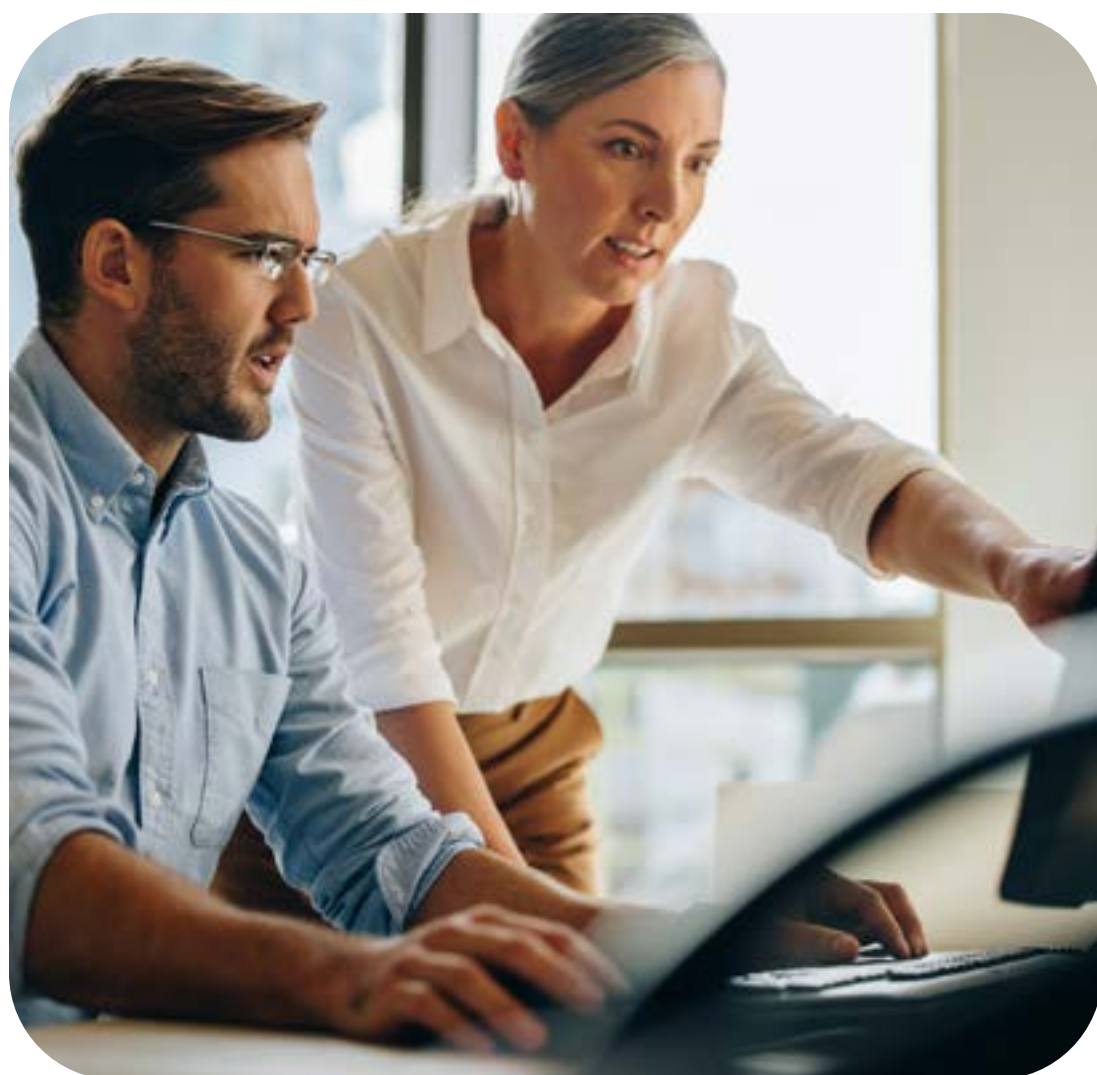
A modern automation framework using Playwright and Typescript **was implemented**, improving test efficiency and reducing manual effort.

Aruma achieved a significant **uplift in testing capability maturity**, enabling structured and efficient quality assurance processes.

A fully operational Testing Centre of Excellence (TCoE) **was established**, centralising test engagement, governance, tooling, and asset management.

Overcoming challenges in testing maturity, scalability, and automation

Aruma faced several challenges in ensuring software quality across its transformation programme and BAU operations. Internally, its testing capability lacked the maturity required to support such a complex and large-scale digital shift. The organisation also struggled with limited scalability, making it difficult to meet the fluctuating demands of both in-flight projects and continuous BAU updates.

The transformation programme itself introduced an additional layer of complexity, involving multiple software product vendors and systems integrators. Aruma needed a structured and highly effective approach to testing that could manage multiple stakeholders while maintaining consistency across all phases of quality assurance. There was also a growing need to adopt modern, automated testing solutions to improve efficiency, increase test coverage, and reduce the risk of defects reaching production.

Beyond the transformation programme, Aruma's BAU testing processes required significant improvements. Without a centralised framework, ongoing system updates lacked governance, leading to inconsistencies and inefficiencies. The organisation needed a partner capable of building a scalable, sustainable testing function that would ensure long-term success across both its transformation journey and day-to-day operations.

Implementing a structured testing solution

Our team implemented a two-pronged approach to address Aruma's transformation and BAU testing needs.

To enhance Aruma's BAU operations, Planit created a scalable and sustainable testing framework during the establishment of their TCoE. The TCoE was tailored to align with Aruma's unique environment, ensuring it was both practical and 'fit for purpose'. Standardised processes, templates, and artefacts were introduced to provide consistency, while test automation was implemented to increase efficiency and reduce manual effort. A centralised function was also established to oversee test engagement, quality gating, tooling, governance, and asset management.

In parallel, a dedicated team was deployed to support the transformation programme, leading the definition and execution of the test strategy and test plans for System Integration Testing (SIT), User Acceptance Testing (UAT), Data Migration Testing, and Production Verification Testing (PVT).

Our project team worked closely with both the transformation and BAU teams, ensuring alignment with standard processes, tools, and artefacts.

Planit managed all test execution activities, including defect triage and resolution, to ensure that all software met the required quality standards before deployment. To provide full visibility into the testing lifecycle, real-time reporting was delivered through standardised dashboards, enabling key stakeholders to make data-driven decisions at every stage.

Delivering a seamless transformation for long-term impact

Planit was recognised as the **'Gold Standard'** among vendors supporting the transformation initiative.

The engagement was highly successful and delivered significant improvements in both project and BAU testing capabilities. Planit's structured approach established a solid foundation for long-term quality assurance, providing Aruma with an efficient and scalable testing framework.

Planit was recognised as the 'Gold Standard' for vendors supporting the transformation initiative, setting a new benchmark for quality expectations. The Transformation Programme's first release was successfully deployed with zero Sev 1/2 defects, ensuring a smooth and error-free transition. Aruma achieved a substantial uplift in its testing maturity, which enhanced the overall efficiency and effectiveness of its quality assurance processes.

The introduction of a modern automation framework using Playwright and Typescript enabled seamless automated testing across D365, FinOps, and Dayforce, significantly reducing manual effort and accelerating testing cycles.

Tools used

- **Playwright / Typescript** for automated testing
- **D365, FinOps, and Dayforce** for system integration testing
- **Standard test management and reporting tools** for dashboards and governance

Services delivered

- Test Strategy development and execution
- Test Planning for SIT, UAT, Data Migration Testing, and PVT
- Test execution and defect triage management
- Implementation of automated regression testing
- Establishment of a Testing Centre of Excellence (TCoE)
- Standardised reporting and real-time test dashboards

Conclusion:
A stronger testing framework for the future

By delivering a structured, scalable, and automation-driven testing solution, Planit ensured the success of Aruma's Transformation Programme while strengthening its long-term testing capability.

With a fully operational TCoE and a modernised approach to quality assurance, Aruma is now well-positioned to manage future technology shifts with confidence and maintain high-quality service delivery across its operations.

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At Planit, we are experts in quality engineering and assurance. We bring extensive domain expertise and targeted solutions to meet the specific challenges faced across the spectrum of technology-intensive industries. We can provide you with the right skills and advice to deliver quality quicker for your digital projects and core system transformations.

Contact us to find out how we can accelerate growth for your business.