

SUSTAINABILITY TESTING AS A SERVICE.

Solving version compatibility and migration
issues before they become problems.

PCGSERVICES.COM

PCG
WORKING TOGETHER

pcgservices.com
800-265-1230



KEEPING YOU OPEN FOR BUSINESS.

Ensuring on-premise and cloud-based ERP solution value. Eliminating process, information, workflow and functional breakage when changing or upgrading versions.

THE CHALLENGE.

Enterprise resource planning platforms are complex and highly adapted to a business. Platform providers continuously release new versions that deliver new and needed functionality, integration and performance.

In most cases updates install without intervention. However, there are times when a business needs to ensure updates do not impact high risk operations or, in worst case, cause business interruption and financial hardship.

How is a business to do this?

ENSURING PERFORMANCE.

Where down-time is not an option, and to mitigate risk, it is important to prepare for updates by testing Good Regulatory Practice (GxP) requirements. Testing-as-a-Service (TaaS) solves these challenges through:

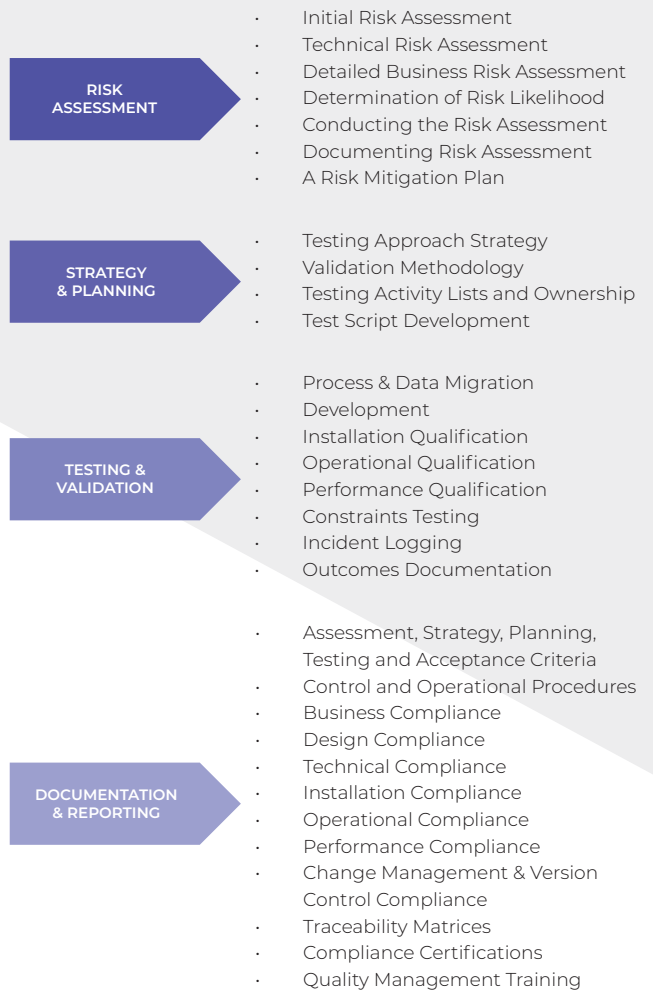
- Business Risk Assessments: The identification of business critical functions, processes and information and any upgrade impacts.
- Comprehensive Validation Planning: Knowing what to test, and in what order, to achieve the best outcomes.
- Version Test Strategies: Having the right testing scenarios based on new release content.
- Detailed Compliance Testing: Auditing and testing business practices, processes, platforms and technology for functional and business compatibility.
- Documentation: Reference materials and full audit trails as evidence of completion.

EASY VERSION UPGRADES.



SUSTAINABILITY TESTING AS A SERVICE

With PCG's Sustainability Testing as a Service, ERP solutions remain the solution—never becoming the newest business problem—when updating from one version to another.



**PCG QUICKLY AND EFFECTIVELY DELIVERS
VERSION UPGRADE PEACE OF MIND**



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TESTING DONE YOUR WAY.

Every business is different in stage, technology adoption, process maturity, platform choice and integration. So, we offer TaaS scaled around your need—no matter where you are.

CHOOSE THE LEVEL OF SERVICE THAT SUITS YOUR EXACT NEED.

PCG offers three primary service levels: Functional, emphasizing functional testing and integrity; Technical, emphasizing technical testing and integrity, and Premium which encompasses both the Functional and Technical.

Defined General Interval	Functional	Technical	Premium
- Regular, automated environment testing	V	V	V
Specific Interval #1	Functional	Technical	Premium
- Iterative Testing			
- Run Standard Technical Tests	C	P	P
- Run Standard Functional Tests	P	C	P
- Run Additional Tests According to Release Notes	P	C	P
- Develop and Test New or Updated Solution Functionality	P	C	P
- Evaluate New Functionality Requiring Parameter Changes	P	C	P
Specific Interval #2	Functional	Technical	Premium
- Perform Sequential Backup of Production Environment	C	P	P
- Perform Update to Production Environment	C	P	P
- Implement New Approved Functionality Parameters	C	P	P
- Migrate Newly Approved Functionality into Production Solution	C	P	P
Specific Interval #3	Functional	Technical	Premium
- Sequential Backup of Test Environment(s)	C	P	P
- Sequential Backup of Production Environment(s)	C	P	P
- Copy/Refresh Production Environment to Testing Environment	C	P	P
- Copy/Refresh Production Environment to Training Environment (Opt.)	C	P	P

Legend: **C** = Customer Responsibility; **P** = PCG Responsibility; **V** = Vendor Platform Responsibility

