Tosca, qTest & NeoLoad @Jumbo Supermarkten

SAP Quality Assurance Exploration Workshop

March 25, 2025

Peter Groothuis | Jumbo Supermarkten B.V.

Tosca, qtest and neoload @Jumbo Supermarkten

Peter Groothuis
Jumbo Tech Campus
March 2025

JUMBO

Peter Groothuis
25 years Testing & Quality Assurance

https://www.linkedin.com/in/petergroothuis/

2000	**CMG** when IT really matters	Test Analyst Test Consultant Test Coordinator
2005	**PHILIPS**	Test Manager Test Demand Manager Global Resource Manager Test Competency Development Manager Test Manager Test Center of Excellence
2019	**JUMBO**	Test Expert Scrum master Tosca Guild Lead

JUMBO

Family business with a history of entrepreneurship

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Jumbo in numbers - 2024

Numbers at the end of 2024

689
Stores in the Netherlands

37
Stores in Belgium

31
Sustainably renovated stores

12
Foodmarkt

Online

- 100% national coverage
- **10** Anniversary — 10 years of Jumbo online
- Sustainability
  - More sustainable delivery option
  - lectrification of delivery vans

CSR initiatives

- Stopped temporary promotions on fresh meat
- Plant-based meat substitutes priced equally or lower

Various initiatives on local involvement, including a budget for all stores for local connection

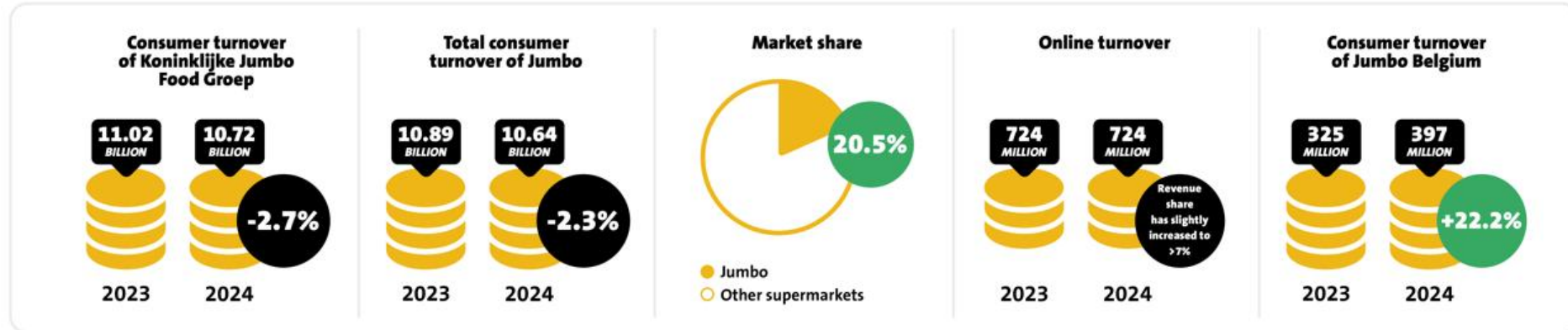Goal set to increase organic sales in fresh produce

JUMBO IMPACTFONDS

Sustainability of product range, including: K-EI Lekker egg, fresh carrots from regenerative soil

Investments contributing to climate goals in the chain

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Jumbo in numbers - 2024

Consumer turnover of Koninklijke Jumbo Food Groep
11.02 BILLION | 10.72 BILLION | -2.7%
2023 | 2024

Total consumer turnover of Jumbo
10.89 BILLION | 10.64 BILLION | -2.3%
2023 | 2024

Market share
20.5%
● Jumbo
○ Other supermarkets

Online turnover
724 MILLION | 724 MILLION | Revenue share has slightly increased to >7%
2023 | 2024

Consumer turnover of Jumbo Belgium
325 MILLION | 397 MILLION | +22.2%
2023 | 2024

Independence of La Place
Jumbo has made the food service formula La Place independent. This provides more room for the company's growth ambitions, allowing Jumbo to focus more on its core activities.

Belgium breaks even after five years
Jumbo Belgium has gained market share through both autonomous growth and the opening of new stores. Earlier than expected, Jumbo's Belgian supermarket activities broke even in 2024.

Purchasing cooperation
The purchasing cooperation with the international organizations Everest and Epic Partners is bearing its first fruits. Thanks to sharp purchasing, we have been able to lower prices for our customers.

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Jumbo outlook - 2025

Outlook & focus 2025

With the strong foundation now in place, we are fully committed to our renewed growth phase. With our sharpened Multi-Year Plan for 2025-2027, we will win back and retain customers, attract new customers, and thereby increase our market share again.

Price

Continued focus on price reductions and EDLP+ formula

ELKE DAG LAGE PRIJZEN

Assortment

Including expansion of the Jumbo's food brand assortment

Service

Optimal availability where customers can rely on the freshness and quality of the products.

7 Zekerheden (7 Promises)

734 Jumbo stores in the Netherlands and Belgium +8

44 Jumbo stores in Belgium +7

CSR

Building on CSR initiatives in the areas of:

- Local involvement
- Healthy and plant-based eating
- Sustainable chains
- Climate and less waste
- Good employment practices

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Making fans of customers

Euros cheaper: at Jumbo, you pay the lowest price.

Service with a smile: we always go the extra mile.

For all your shopping needs: the largest supermarket assortment.

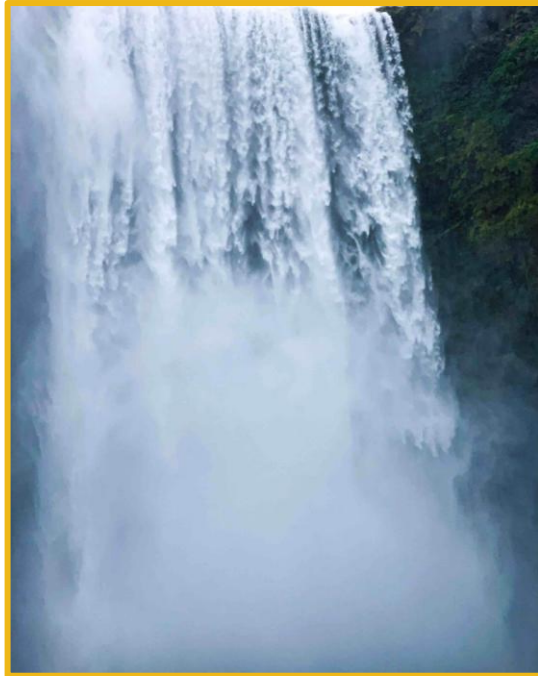**Fresh really means fresh**: the very best fresh products, selected with care.

Effortless shopping: fast and easy grocery shopping.

Not satisfied? Money back: we are only satisfied if you are more than satisfied.

Your wishes are paramount: if you tell us your opinion, we can serve you even better.

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Our journey towards test automation

Situation

Transition

Challenge

Large deployments
Long cycle time
Extensive (regression) testing

Small deployments
Short cycle time
Focused testing (& debugging)

Regression
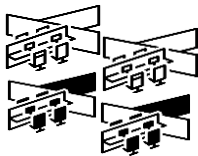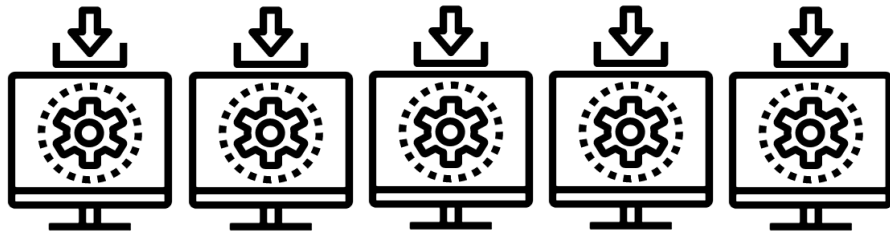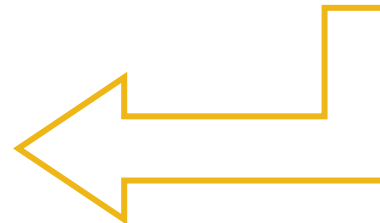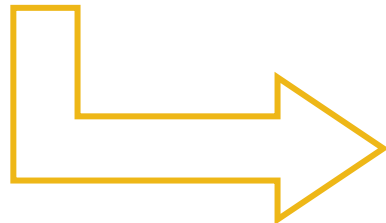
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Tool selection process

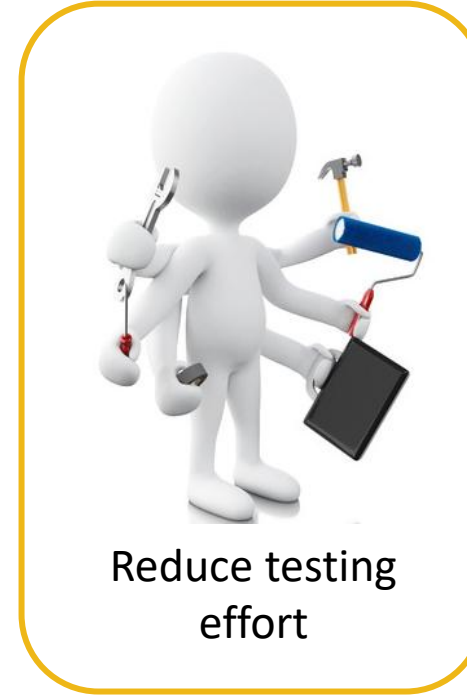## Extensive tool selection

Need → Evaluate → Demo → Decide

TRICENTIS Tosca

Selection criteria

- ✓ Multiple technologies
- ✓ Ease of scripting
- ✓ Repeatability
- ✓ Test case vs. Test data
- ✓ Execution
- ✓ Maintenance
- ✓ Test results
- ✓ Version control
- ✓ Authorization

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Expected benefits

Less problems

Faster development

Reduce testing effort

Increased quality

Challenges
- Return On Investment?
- Where to start?
- Support by **superp**

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Business case evaluation – 3 months

Less problems

46% reduction of problems

Cost reduction more than script development cost

Less test effort

Time spent on manual testing was reduced by 7%

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How

- Where to start?

- Individual vs. multiple users on the same project

- No Tosca landscape in place

- Reporting on test execution results

- Help! Who can answer my Tosca related questions?

- What are the best practices?

- What are the guidelines?

- Is there a training plan?

- How to monitor & validate test artefacts?

- Etc

GUIDELINES

BEST PRACTiCE

POLICIES

superp

Active Tosca community of 35 users

Kick-start & build a community

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Results

Quality of the deliverables

Regression Test suite

Prioritization test scenarios

Repetitive testing - DEV, TST and ACC

In control of test data

Early defect detection

Increased level of (parallel) testing

Test effort reduction

Scope	Test coverage	Effort reduction *Manual vs automated*	Tosca execution time
In-house application	100%	96%	50 hrs. >> **2 hrs.**
S/4 HANA	20%	70%	- - -
Specific E2E chain	100%	91%	33 min. >> **3 min.**
SAP upgrade	from 14 days into 3 days		280 hrs. >> **24 hrs.**

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Continuous E2E testing

by using Tosca's **Test Data Service** feature to Read, Insert, Update & Delete test data

Article creation

Article mutation

Article listing

TRICENTIS Tosca

Test Data Service

Article enrichment

Promotions

EBX **TIBCO**

Finance **SAP**

Supply Chain **SAP**

Jumbo.com

R10 **NCR**

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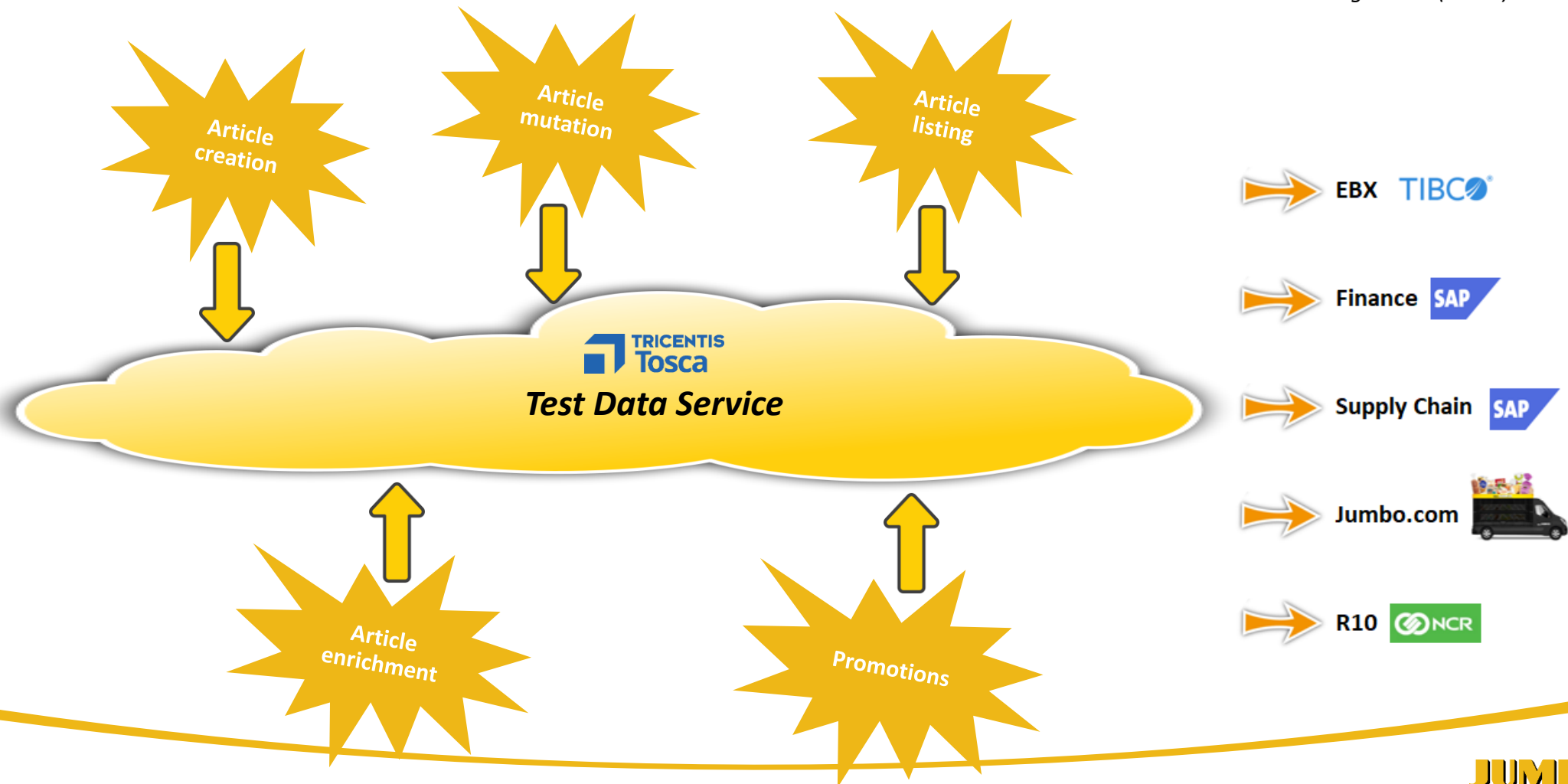
Test automation ...

... be in control of automated test scripts
... be in control of test data used by the test scripts

... make use of test automation to create test data
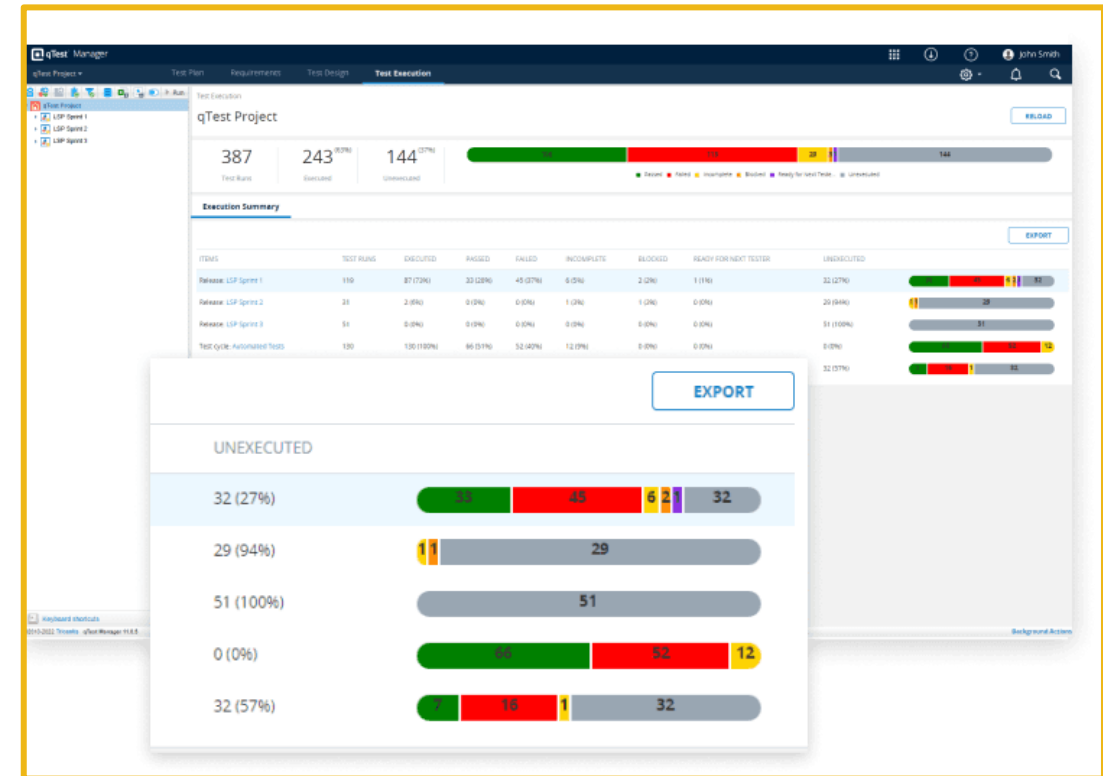... make use of test automation to maintain test data

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Integration with qTest

qTest is a test management platform that helps you plan, organize, and track your testing activities

Training & implementation by internal Jumbo team

Implementation date Q3 2022

Integration benefits

- **Centralized Test Management**

  qTest provides a unified platform to manage both manual and automated tests, making it easier to organize and track testing activities.

- **Integration with Development Tools**

  qTest integrates seamlessly with popular development tools like Jira, Jenkins, and GitHub, allowing teams to link their testing efforts directly to their development workflow.

- **Enhanced Collaboration**

  The platform supports collaboration among QA teams, developers, and project managers, ensuring that everyone stays aligned and informed throughout the testing process.

- **Detailed Reporting and Dashboards**

  qTest offers comprehensive reporting and interactive dashboards, helping teams visualize testing data, track progress, and identify areas for improvement.

- **Scalability**

  qTest is suitable for teams of various sizes, from small agile teams to large enterprises, making it a versatile solution for different organizational needs.

- **Compliance and Traceability**

  qTest ensures traceability of requirements to test cases, test executions, and defects, which is crucial for organizations with strict compliance requirements.
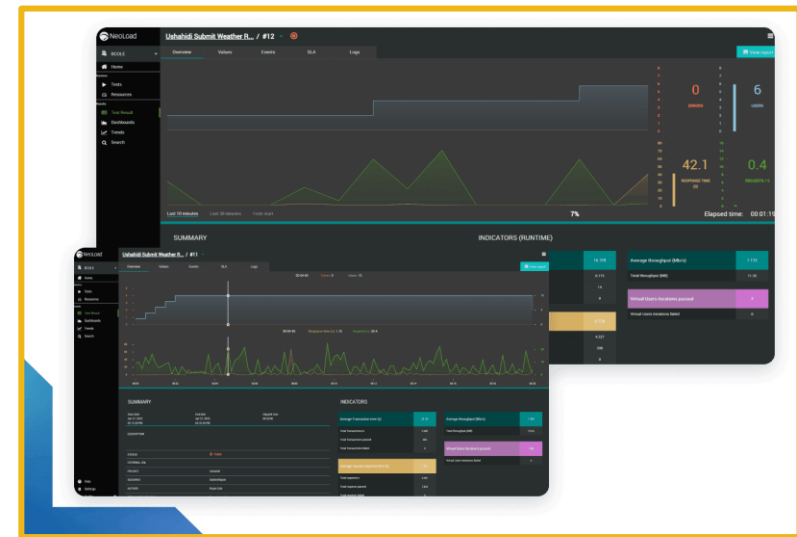
Performance testing
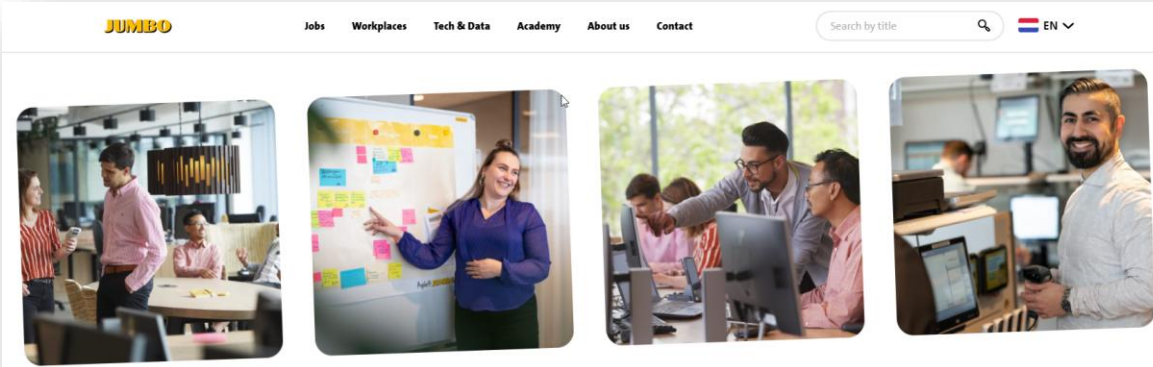

Performance testing of Jumbo's SAP & non-SAP applications

Training & implementation by Tricentis professional services

Start end Q4 2024

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Jumbo Tech Campus

WORKING AT JUMBO
TECH CAMPUS

Can you see yourself experimenting with self-scanning shopping trolleys that allow you to walk straight out with your shopping? Optimising the customer journey for our website and app? At Jumbo Tech Campus we use the latest technologies to make our customers' shopping experience as enjoyable as possible. Join the IT company with the highest ambitions, aiming to become the leading omni-channel retailer in the Netherlands, or even Europe! And this drive can be felt all around because IT is part of everything Jumbo does!

Werken bij een bedrijf in Silicon ~~Valley?~~ VEGHEL

jobs.jumbo.com

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