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CASE STUDY

A Global Glass Manufacturer Moves to a Private Cloud Kualitee Deployment

How replacing an SAP-based internal tool with a dedicated platform gave a multi-region organization global access, tailored reporting, and role-based control.

INDUSTRY	REACH	REPLACED
Glass Manufacturing	Multi-region	SAP-based tool



A Global Glass Manufacturer Moves to a Private Cloud Kualitee Deployment

A scalable test management solution for a global organization

Client Snapshot

The client is a global, glass manufacturing company with operations spanning multiple regions and a testing footprint to match, today running over 1,000 user licenses on Kualitee annually across their organization.

1000+

User Licenses

Background

Before adopting Kualitee, the client did not rely on a dedicated, purpose-built test management platform. Instead, their testing processes were run through an internal tool built on SAP, an arrangement that hadn't been designed as a standalone test management solution and lacked the reach and reporting a company of their scale needed

The Challenge

With operations spread across multiple regions, the client needed a test management setup that could support their entire global organization from one platform, rather than the SAP-based internal tool they had been relying on:

01

A costly existing setup.

Pricing was a major factor working against the client's existing tool, which was proving expensive to maintain relative to the value it delivered.

02

No dedicated, globally accessible platform.

Their SAP-based internal tool wasn't built as a proper test management platform, and it wasn't accessible in a way that supported a global organization operating across multiple sites and teams

03

Weak reporting.

The existing setup did not give the client the kind of clear, usable reporting a manufacturing operation of their size needed to track testing progress across regions.

04

Data control at scale.

As a large global organization, the client needed a deployment model that gave them control over their environment rather than a standard shared-cloud setup, along with reporting and access structures tailored to how a company of their size and spread actually operates.

05

Onboarding a large, distributed user base.

With more than 1,000 users onboarded annually, the client needed structured training and support to get their teams working effectively in a new platform, rather than being left to figure it out on their own.

06

Access control across a large organization.

With a workforce this size spread across regions and functions, the client needed user roles and permissions that reflected their actual organizational structure, rather than a one-size-fits-all access model.

Why They Moved to Kualitee

Kualitee was brought in to replace the client's SAP-based internal setup with a dedicated test management platform built to operate at global scale, backed by a private cloud deployment, customizable reporting, and the support structure a client of this size requires.

Before

SAP-based internal tool

- A costly existing setup
- Limited accessibility
- Weak reporting
- Complex global requirements

After

Kualitee Private Cloud

- Global accessibility
- Customized reporting
- Customized user roles
- Ongoing support

The Solution

Kualitee addressed the client's needs through a combination of infrastructure, customization, and ongoing support:

01	**Private cloud deployment.**	The client was set up on a private cloud instance of Kualitee, giving them a globally accessible platform without the constraints of their previous SAP-based tool, while keeping their environment dedicated to their organization.
02	**Customized reporting and visualization.**	Kualitee's team built out additional graphs and charts tailored to the client's specific reporting requirements, replacing the weak reporting they had lived with under their old setup.
03	**Customized user roles.**	User roles inside the client's Kualitee environment were configured specifically around their organizational needs, giving different teams and functions the appropriate level of access.
04	**Training sessions.**	Kualitee provided training sessions to help the client's teams get up to speed on the platform, a service extended to any client that needs it as part of onboarding.
05	**Ongoing support.**	The client continues to receive ongoing support from Kualitee's team as part of the relationship.

Scale of the Relationship

1000+ User Licenses Onboard Every year

The client onboards more than 1,000 user licenses on Kualitee every year, reflecting the scale of their global testing operation and the depth of the relationship between the two organizations.

The Outcome

With Kualitee's private cloud deployment in place, the client now runs its test management operation on a dedicated, globally accessible platform:

A private cloud setup

replacing their SAP-based internal tool, accessible to teams across the client's global operations

Reporting and visualization

built specifically around the client's own requirements

User roles configured

to match the client's actual organizational structure

Ongoing training and support

for a user base exceeding 1,000 licenses annually

Looking Ahead

With training and support continuing as an active part of the relationship, the client's global QA operation continues to run on a platform built around its specific reporting, access, and scale requirements.

Built for What's Next

Scalable. Secure. Supported.

