

# The future up close

## WORLD QUALITY REPORT

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## BENELUX

### Quality Engineering and Testing in Benelux: At the cusp of change

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Last year, across Benelux (Belgium, the Netherlands, and Luxembourg), we witnessed considerable growth in the adoption of automation in testing. The trend continues this year with stronger demand to automate testing activities as part of the overall automation of CI/CD pipelines. A constraining factor, however, is the availability of specialized resources and manpower to implement automation in testing.

We also see that many organizations are taking the initiative to increase their test automation maturity. Whereas in the past, test automation was implemented in isolated teams, there is now a clear trend toward organization-wide test automation solutions. This is done to achieve more robust, maintainable test automation solutions that can be scaled across the organization.

Over the previous years, there has been a trend of decentralization of testing. Especially because of the introduction of agile software development, testing was increasingly organized at the team level. There is,

however, a growing need to ensure that sufficient testing expertise is available across the teams. This is true for core test analysis expertise, especially for test automation and non-functional testing.

Major ERP initiatives, and especially the move to SAP S/4 HANA, drive the need for business assurance as organizations want to ensure that core business processes are covered by testing. The way that testing is organized differs based on the organization size and industries they are part of. For larger global organizations, quality is integrated mostly internally as part of the whole SAP migration program. For mid-market customers, especially in the Netherlands, there is a bigger appetite to get third parties for testing, which brings in more independence, flexibility, and expertise.

The focus has also shifted from finding individual anomalies to assuring the continuity of end-to-end business processes. Organizations are looking for continuous quality feedback as part of the ongoing change that has become inherent to IT operations.

“If testing is done to find bugs, it’s probably not worth the investments” is the new direction in boardroom discussions when it comes to setting up a Quality Engineering and Testing (QET) ecosystem. The story about QET that resonates the best with clients, is one that has business assurance and continuity at the heart of its narrative. It emphasizes the assurance of business continuity for their complex and dynamic IT landscape and how we can insulate them from the significant business impact caused by changes in data. It’s about building ‘feedback machines’ to provide operational and tactical feedback and help businesses make informed and actionable decisions to ensure overall business continuity.

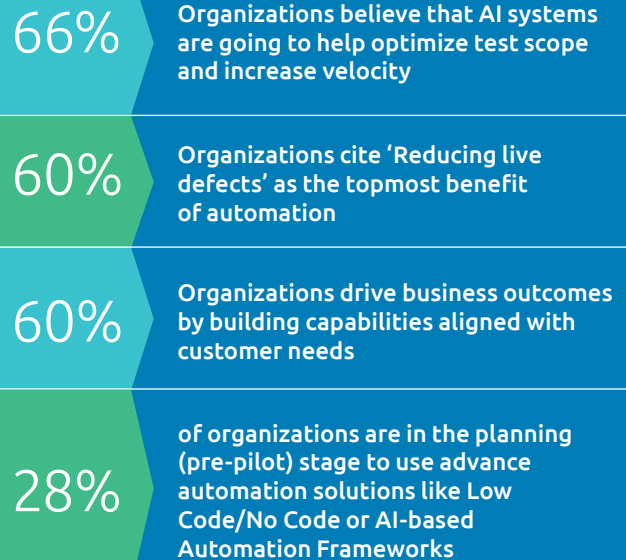
## Gen AI is making inroads in the quality ecosystem

Overall, there is a strong appetite and curiosity for Gen AI, but the question of ‘how it will work for us’ largely remains unanswered. Many organizations are looking into potential use cases to leverage the power of this emerging technology. The scarcity of expert resources is, however, a factor that affects its adaptability and wider execution.

AI is disruptive and will continue to be so. It is now increasingly being used as a promoter to attract skilled people who want to work with organizations that are smartly leveraging AI in all that they do. ChatGPT, for instance, is increasingly being used as an ‘extra team member’ within the larger team, but the safety concerns and the need to safeguard sensitive information remain a big concern for the organizations.

In conclusion, we can safely say quality engineering and testing within Benelux is at the cusp of change. These countries are seeing a shift from being problem solvers and value providers for the IT function to enabling agility and increased business responsiveness across organizations.

## Survey Watch



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