

# CASE STORY

## SignUp Software

“The Highest Quality for a Good Price” – See How Companial’s Testing Service Went Beyond Expectations for SignUp Software’s ExFlow Solution for Dynamics 365 Finance and Supply Chain Management



Founded in 1999, **SignUp Software** is a publicly-traded software company listed on Nasdaq First North. Over the years, SignUp Software has built a solid reputation for its Microsoft Dynamics expertise, showcased by its AP (Accounts Payable) and invoice process automation solution, ExFlow.

ExFlow by **SignUp Software** is a built-in, feature-rich AP invoice automation solution developed specifically for Microsoft Dynamics 365, Dynamics AX, and Dynamics NAV. ExFlow enables organizations to increase efficiency, transparency, and control in their AP invoice process, driving down costs while generating substantial process savings. SignUp Software is an ISV that currently operates out of Sweden, Denmark, The USA, The Netherlands, and Australia.

*"I like that we at SignUp Software are passionate about AP automation, we love what we do, and we do it very well. Being fully devoted to what we do brings the best results and having over 90 resellers across the globe only proves that,"* shares Per Skoogh, Head of D365 F&SCM at SignUp Software.

## THE SITUATION PRIOR TO CHOOSING TESTING SERVICE

As the ExFlow grew over the years, SignUp Software knew they needed to hire a testing manager who could define their testing process and keep track of the resources used for testing. *"We noticed that we need about 400 hours from our delivery team in performing ExFlow testing with every release. It made us realize that if we want to do the testing ourselves, from quality perspective we will need to stop our customer implementations,"* explains P. Skoogh. This realization led SignUp Software to start looking at options to increase their testing resources, which eventually lead them to working with the Dynamics 365 Finance & Supply Chain Management team at Companial.

One of the options that SignUp Software tried was recruiting new people specifically for the testing position. However, according to P. Skoogh, *"that's very difficult as there are not a lot of people who want to work only with testing, especially in Sweden"*. As they were not able to recruit the talent they needed, SignUp Software decided instead to fill the gap with other outsourcing partners they'd been working on Dynamics 365 Finance & Supply Chain Management development projects with. However, this turned out not to be a viable solution.

*"I had a chat with one of my colleagues who has a very good relationship with Companial in regard to the upgrades and packaging that was done for them. As we were working with Companial on Dynamics 365 Finance & Supply Chain Management development projects earlier, I took an opportunity to reach out to Agne Pelaniene, Dynamics 365 Finance & Supply Chain Management Business Line Manager, to check what they could do, and they came back to me with an offer. We agreed first to work on a trial basis to evaluate and then we were so happy that we went on with the full agreement,"* says P. Skoogh.

## COMPANIAL'S TESTING SERVICE HELPED SOLVE SIGNUP SOFTWARE'S CHALLENGES

SignUp Software started out with the evaluation of the hours per month needed in testing, and they estimated that it was 300-350 hours. According to their needs, Companial provided a dedicated team that assists SignUp Software *"not only performing ExFlow testing tasks but also creating new test cases, working with the test automation, creating and updating ISV-related documentation, and providing quality assurance."* shares P. Skoogh.

## TOP FEATURES OF THE TESTING SERVICE FOR SIGNUP SOFTWARE

Now, SignUp Software's internal resource usage for testing is limited to their testing team. They are no longer using their delivery team as additional resources for testing now that they are using Companial's testing service. They've also seen that the quality of the work that's being performed by Companial is above expectations. Therefore, SignUp Software is actually getting a higher quality in their testing than they had before without having to divert resources from other internal teams.

### How did SignUp Software evaluate working with Companial?

- **Price and Delivery Speed:** *"Although it's not the cheapest, it's undoubtedly worth the money. The delivery speed is very good and we were onboarded very quickly and it's been working great!"*
- **Communication:** *"The communication is clear, any issues communicated effectively, and being able to communicate directly is one of the keys to successful collaboration that is highly appreciated."*
- **Project Management:** *"We're always on the same level with the Companial team, we are being informed and tracked on the status of the project and whatever questions we have, the answers come up quickly and directly, so it's a great project management effort."*

### WOULD SIGNUP SOFTWARE RECOMMEND COMPANIAL'S TESTING SERVICE TO OTHERS?

*"On behalf of SignUp Software, I'm very happy to recommend your testing service to others. The key feature that we are receiving is the quality we're getting for the price, as we're getting the highest quality for a good price and we have a directness from the team as soon as we need something. Working with the team at Companial is very easy, it's like having your own staff."*

*- Per Skoogh*



Time saved using testing service	The technical quality of the testing service
<i>"If we would've done testing ourselves, we would undoubtedly have a negative impact in other areas if we hadn't used you so we were able to double our capacity."</i>	90%

## Companial's Testing Service Helped SignUp Software to:



Manage peaks of work



Have a dedicated team with the best methodology and tooling



Expand capacity while leaving people to work on other ongoing projects

Automated testing is required to validate that a customer's modifications are compatible with new features, and to ensure that their business processes are fully functional on the new version of Microsoft Dynamics 365 Finance and Supply Chain Management.

Companial's expertise, coupled with close support from Microsoft, helps both Microsoft Dynamics 365 Finance and Supply Chain Management (formerly known as F&O) Partners and ISVs identify what's missing and what's needed to set up automated testing. [Solution Maintenance service](#) enables you to assess your solution readiness and allows to securely stay up-to-date with the automated solution updates.

Request your [Testing Readiness Assessment](#) as the initial step for automated testing now, or [contact Companial](#) for an access to the testing team!

