

# World Quality Report

Benelux

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## Summary

- Agile teams are maturing in the region. Fifty-nine percent of respondents say that tests are performed by all team members without a specific test professional.
- Testing mobile applications is a priority in the Benelux. Companies want to enrich customer experience. Fifty-six percent of respondents confirm this fact.
- Companies are interested in AI and robotics, but it is still early days for these technologies in the region.

**T**he **WQR 2018-19** states that the testing and QA function in the Benelux shows signs of maturity. Agile teams are prominent in the region now, which means testing is no longer a separate function in many companies. As a result, testing is moving out of silos and is a more integrated function.

It also makes it difficult for companies to define an exclusive budget for testing. Nonetheless, companies are spending more on automation tools and on specialized skills needed for digital transformation. The findings of the report are discussed below.

## Mature Agile

Speed-to-market and better product quality are the driving factors behind the adoption of Agile. The demand for rolling out applications quickly puts pressure on the entire

organization. Fifty-five percent of respondents say that “not having enough time to test” is a big challenge in testing mobile, web, and other applications. The Benelux sees an increase of agile teams in which QA and test is integrated and a focus on flexible and integrated test automation technologies to solve this issue.

The Benelux is also showing maturity in agile operations. The role of team members in agile organizations is now clearly defined. Fifty-nine percent of respondents in the region say that the test activities are performed by all team members, without a specific test professional. This is considerably higher than the global average of 43%, further hinting at the growing maturity of Agile in the Benelux.

But there are a few challenges in implementing Agile. The biggest challenge is the inability to apply test automation. Seventy-two percent of Benelux respondents point to this fact.

This is much higher than the global average of 50%. Lack of appropriate test environment and data also slows down agility.

## Juggling with customer applications

For companies in the Benelux, offering an enhanced customer experience is an important part of their IT strategy. Fifty-six percent of respondents confirm this fact. Companies are making additional efforts to offer engaging web and mobile applications to their customers. This involves having the right set of tools, skills, and smooth operations.

Fifty-four percent of respondents say that they don't have the right tools to test mobile and web applications. The automation of customer experience testing is also a challenge for companies in the Benelux.

Only 18% companies in the Benelux (compared to a global average of 23%) say that they test an application with real users and real devices. Companies need a better mobile testing framework and should include more real devices in their strategy.

There is also more scope for companies to use virtualization technologies for testing customer applications. Automation and virtualization can help companies roll out applications faster and be more customer centric.

Application testing also creates more demand for new testing skills. Testers should understand business requirements and be adept with automation tools. 32% companies in the region say that they value functional test automation expertise from their testers.

## Testers move out of their silos

Agile is blurring the boundaries between different functions involved in product development lifecycle. As a result, software development engineer in test (SDET) skills are in greater demand. Seventeen percent of companies in the Benelux demand SDET skills from their testers.

A knowledge of behavior-driven development (BDD) and test-driven development (TDD) is also important for testers now. This will help them to create better user stories for functional testing and waste less time on testing the same applications again and again.

With testing no longer a separate function, modern testers will have to step out of their comfort zones and be ready to float between different teams.

## Artificial intelligence – making slow inroads

Artificial intelligence (AI) is set to become an integral part of testing in the Benelux. As a mature market, companies will be quick to adopt robotic process automation (RPA) tools. Forty-five percent of respondents say that robotics is an important area for their business. However, experts point out that it's still early days for AI in the region, and will take more time to gather steam.

There is also the aspect of testing AI applications themselves, as many companies migrate toward AI-driven processes. For instance, analytical tools are becoming commonplace in companies for decision making. AI processes are more unpredictable than traditional IT processes, which makes testing AI a tricky business.

## Spending on efficiency

It is difficult to put an exact number on testing budgets in the Benelux, as testing is no longer a separate function. Traditional accounting standards for testing budgets may no longer be sufficient in an agile team. There is no clear way to separate the spend on testing per se from the spend on agile teams.

There is also a decline in budgets allocated for testing in the Benelux. This may be because companies have spent money on automation tools and now want to see the ROI. A decline in budget points to an increasing appetite for efficiency in test processes.

## Security is built-in in the region

The presence of international organizations in the Benelux makes security an important agenda. This means that companies spend more on security and think twice before moving to third-party applications on the cloud.

The Benelux is a nerve center for the flow of business between major European countries. It provides important transit services, such as payments, and ensures the safety and quality of these transactions. To meet the demand for security, companies rely on robust testing.

In a nutshell, the Benelux market shows the signs of a mature testing market. Companies are clear about their expectations from testing and also have an appetite for automation. Agile teams are better organized and quality is a shared responsibility. The WQR 2018 expects more emphasis on customer application testing in the future and higher demand for cross-functional testers.



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