NetSuite Implementation

Lovehoney's business had grown through acquisition so there was a need to automate & streamline multiple global entities onto a single ERP solution. NetSuite was chosen as the platform which brought significant complexity with many integration points across the enterprise.

- Lovehoney had recently migrated to Salesforce Commerce Cloud so end to end testing was imperative

- All downstream systems (order management, warehousing, products and pricing) are business critical and must continue to function as normal once the new NetSuite ERP solution was implemented

Number of testing days saved by introducing automated testing

10,500

Reduced the manual testing effort from **12 weeks** to **12 hours**.

97% reduction in regression testing time meaning issues were discovered sooner.

Brief

- Lovehoney did not have the necessary expertise and capability to own quality across the technology estate for this large and complex implementation.
- Their chosen testing partner would be responsible for creating the testing vision, implementing tools and the necessary processes.
- Test automation would be essentially to the success of the programme due to tight deadlines.

Challenges

- Created the overarching programme test strategy to include all the necessary phases of testing.
- Implemented a range of new testing tools and process to meet the requirements.
- Introduced test automation across the existing Salesforce platform and into NetSuite to prove end to end business journeys worked as defined.
- Automated test data generation to save time and improve business confidence during finance testing.

Summary

- The NetSuite platform was successfully implemented into the business.
- Change cadence was much higher and more consistent which greatly increased business confidence and decision making.
- Over 1,200 E2E automated test cases to cover storefront, NetSuite, OMS & WMS.

Want to know more?

✉ hello@wearespike.co.uk

🌐 www.wearespike.co.uk