



NetSuite Test Service



After a successful NetSuite ERP implementation, Lovehoney entered a period of hypercare. The focus? To ensure a smooth transition and positive customer experience by tackling challenges as they arose. Once they completed the hypercare period, the focus switched – maintaining and supporting the new implementation was the next priority.

Spike delivered Lovehoney an extensive test automation solution that ensures ERP's stability and performance in their everyday operations.

£1.2m

in cost savings

Sixteen times faster than manual testing

16x

4,000

hours of testing each month

Brief

- Fully regression testing the planned enhancements and upgrades for NetSuite.
- Regularly updating and maintaining automated test scenarios to adapt to any changes in the ERP system.
- Increasing the scope and size of the test automation solution.
- Support changes across multiple business areas, including Finance, NetSuite, Salesforce, Integration, and Environments.

Challenges

- Increasing the automated test pack by 10% to enhance the testing process.
- Streamlined the automated test packs to execute 1,200 cases overnight.
- Regression testing the latest NetSuite upgrade (version 2024.2) in just 6 hours.
- Successfully testing 12 fast follow releases during post-live Hypercare.

Summary

- **Increased Efficiency:** Reduced the time and effort required for manual testing by 95%, allowing the team to focus on more strategic tasks.
- **Faster Release Cycles:** Enabled the client to deploy updates and new features 75% faster, improving their agility in responding to market demands.
- **Time Savings:** Automated test packs execute in 6 hours, compared to the 96 hours it would take to complete manually.

Don't just take our word for it



The **Spike** team has demonstrated exceptional commitment towards Lovehoney's delivery, consistently maintaining their dedication even in the most challenging situations. This unwavering commitment is truly commendable and stands as a testament to their professional integrity. I would rate their performance extremely highly, as it paves the way for progressive thinking from a leadership standpoint. Their approach fosters innovation and sets a benchmark for others to follow.

Head of Quality, **Lovehoney**

Want to know more?



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