

Testing for Perfection: Mulberry's QA Transformation Success

Mulberry is a high-end retailer specialising in luxury fashion and accessories for both women and men. Known for its craftsmanship and quality, Mulberry offers a range of products including handbags, clothing, and footwear. The company began a significant platform transformation, moving to the Salesforce Commerce Cloud to enhance its digital presence and customer engagement. This transformation would optimise processes, improve user experience, and integrate various systems to support their future growth and innovation plans.

90

minutes to regression test
Salesforce Commerce Cloud

Performance testing to validate monthly
demand for the users of the new storefront

650k

Three

months to implement the full
governance processes, tools, and
frameworks

Brief

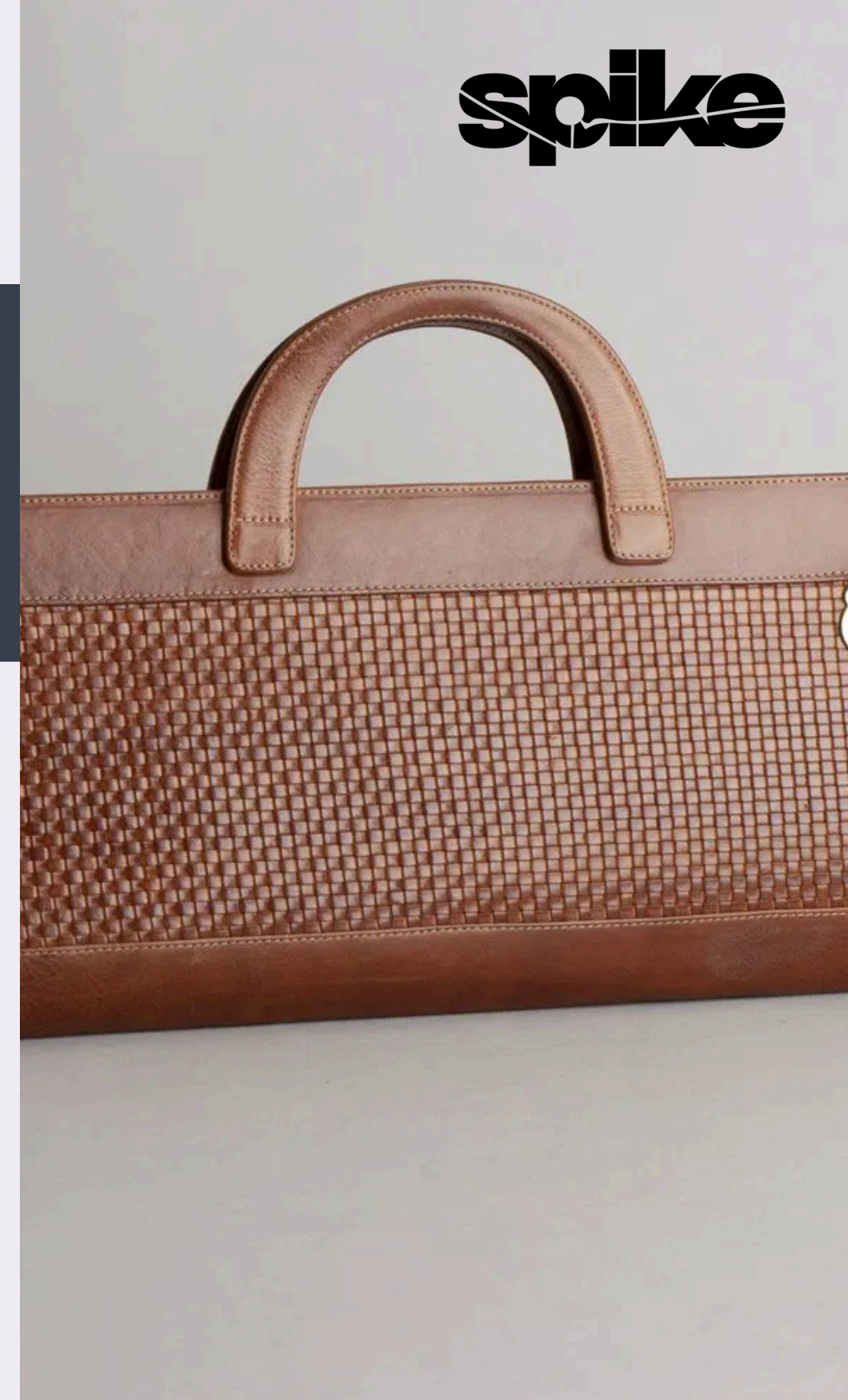
- Mulberry were looking for a dedicated testing partner who could deliver Programme Management, Integration, End-to-End, automation and Non-Functional testing.
- The partner must be able to stabilise and mature existing processes and create new ones where needed.
- The new test governance and supporting improvements would be rolled out to wider project teams after the Salesforce programme.

Challenges

- We established a comprehensive test governance framework to manage and oversee the testing processes.
- We provided expertise across the entire value chain, from strategy to automation, performance, and path-to-live. This included building and executing all testing frameworks and related assets.
- We offered a pragmatic approach to delivery, leveraging our deep retail experience.

Summary

- **Performance and Speed:** Our performance testing was baked into the pipeline for fast feedback on system stability and robustness.
- **Test Automation Solution:** We implemented our Salesforce test automation solution to drastically reduce the time and effort of regression testing from day one.
- **Early Manual User Testing:** This helped drive out issues within critical end-to-end journeys as early as possible.



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 hello@wearespike.co.uk

 www.wearespike.co.uk