



Salesforce Commerce Transformation



Founded in 1884, Currys is a leading omnichannel retailer of technology products and services, operating online and in 823 stores in 8 countries. Their full range of services and support is intended to make it easy for customers to discover, choose, afford and enjoy the right technology. We were delighted to own the quality stream for their omni programme to ensure their technology worked beautifully.

- Resolve customer loss from bad UX
- Prevent downtime prevention & improve checkout
- Future-proof tech stack
- Transform the offer to maintain and grow market position
- New ways to interact with customers online & in-store
- And establish a new approach to software delivery and testing!

Salesforce Commerce Cloud
tested and live in

< 12 months



Higher conversion rates and
average order value (AOV) from
8.5 million customers/week

Increased performance led to
most successful peak ever!



Brief

- Own & establish the quality vision & process.
- Deliver the technical capability to prove the platform & all future change across all elements of path to live testing.
- Manage multi-vendor delivery to aggressive timescales.

Challenges

- Established quality processes and ways of working.
- Planned & executed all critical testing:
 - End to end functional testing supported by automation
 - Performance & page speed
 - Operational acceptance testing
 - Security and pen testing
- Coordinated business acceptance.

Summary

- Early Delivery with fast feedback from all testing phases enabling critical decision making.
- Successfully proved future demand scalability – Proven Performance, Speed & Resilience.
- Embedded new ways of working as one team - repeatable process and assets for faster future change delivery.

Don't just take our word for it



I can confidently say Spike are a quality testing partner who I will be happy to use on any future transformation programmes.

Transformation Director, Currys

Want to know more?



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