

Built from scratch to land a **complex** **global ERP**

A blurred background image of a man and a woman holding hands, with their fingers interlaced, symbolizing partnership and teamwork.

Lovehoney moved its UK business onto NetSuite with no ERP testing in place. We built it from nothing. A full test cycle that would take 12 weeks by hand now runs in 12 hours.

The challenge

Lovehoney, a global brand that had grown through acquisition, needed:

- Its UK business brought onto the group's NetSuite platform.
- End-to-end testing across 50+ integration points, from storefront to finance.
- Protection for its live Canadian NetSuite entity.

Our approach

- A programme-wide test strategy, signed off by the implementation partner.
- True end-to-end automation from storefront through to fulfilment and finance, with automated test data for finance and UAT.
- Data migration testing, and a dedicated regression pack for the live Canadian entity.

Impact

By introducing end-to-end test automation:

- **A full regression cycle that would take 12 weeks by hand runs in 12 hours.**
- **Over 1,200 automated end-to-end test cases** created across storefront, NetSuite, OMS and WMS.
- **10,500 testing days saved through test automation.**



“I find it hard to identify just one thing you do well. But if pushed, it would have to be accountability. I have lots of suppliers working for me and when things get tough (as they always do at some point in big projects) I often find their problems becoming mine. With your team, that doesn’t happen. There's no panic, responsibility is never ducked, and I never become the 'delivery person of last resort'. Such a refreshing change!”

Julian Harrison, Head of Technology, Lovehoney

In detail

Lovehoney's business had grown rapidly through acquisition, bringing with it the ambition to run global operations on a single ERP platform.

Wow Tech, part of the same group, was already on NetSuite. The decision was made to bring the UK Lovehoney business onto that platform, creating a single source of truth across finance, operations and fulfilment.

The complexity was significant: 50+ integration points, a recent migration to Salesforce Commerce Cloud, and a live Canadian entity that could not be disrupted.

NetSuite was new to the UK business, so there was no ERP testing to inherit. We introduced the processes, tooling and automation, which other parts of the business later adopted.

Alongside the implementation partner

The partner tested that the build matched the specification, and signed off our test strategy.

We tested everything upstream and downstream of it, including the data migration, across entities with different currencies and tax rules. A dedicated regression pack kept the live Canadian entity protected.

Taking the load off finance

The people who validate a new ERP are the same people running the business.

We automated thousands of transactions, including returns and different payment types, so finance could check their period-end reports without days of keying.

That test data is now a permanent part of the regression pack.

After go-live in 2022, the same regression pack was used for the first NetSuite upgrade. Lovehoney owns the tests and the framework.