37 days of NetSuite regression testing, done in under 6 hours



Lovehoney's NetSuite never stands still. For over two and a half years, our regression pack has tested every upgrade and change before it goes live.

The challenge

Lovehoney, already live on NetSuite, needed:

- Every Oracle upgrade tested end to end, twice a year.
- New entities, processes and systems covered as they arrived.
- Tax rules tested across US states, Canada and Europe.

Our approach

- Built on the regression pack from the implementation, now run for every release.
- Automated end-to-end tests from storefront order to general ledger, extended as the estate changes.
- Finance transactions processed first, with AI reporting every run.

Impact

Through automated regression testing:

- **547,000+ automated tests run in the last 12 months.**
- **A full NetSuite regression in under 6 hours, against an estimated 37 days by hand.**
- **Zero live incidents caused by a NetSuite upgrade.**

“The Spike team has demonstrated exceptional commitment towards Lovehoney's delivery, consistently maintaining their dedication even in the most challenging situations. Their approach fosters innovation and sets a benchmark for others to follow.”

Head of Quality, Lovehoney

In detail

NetSuite sits at the centre of Lovehoney's technology estate, connected to Salesforce Commerce Cloud, warehouse and order management, and finance through Celigo integrations.

After go-live, the change kept coming: two Oracle upgrades a year, a new business entity, the WowTech processes, new manufacturing processes and gift vouchers.

Every change needed a full end-to-end retest. Done by hand, that lands on the people who run the business.

We also tested Lovehoney's NetSuite implementation. The regression pack we built then is the starting point for this service, and we've run all of Lovehoney's NetSuite testing since go-live.

Growing with the estate
We maintain and extend the pack as things change, end to end from storefront order to general ledger. Coverage is up 57% in 12 months.

A tax verification pack covers the tax periods and outcomes across US states, Canada and Europe.

Taking the load off finance
Finance still checks the outcomes, but we process the transactions they need first, so they don't spend days keying data.

After every run, AI-generated dashboards give stakeholders real-time results for go/no-go decisions.

Lovehoney owns the tests and the framework. We maintain, extend and run them for every release.

wearespike.co.uk **hello@wearespike.co.uk** **+44 (0)330 043 6449**