

Built from scratch to land a complex global ERP on time

A new approach to testing, built from the ground up, allowed Lovehoney to cut testing cycles from 12 weeks to 12 hours...

The challenge

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

- A single ERP platform to consolidate multiple global entities and replace disparate systems and processes.
- End-to-end testing coverage spanning Salesforce Commerce Cloud, NetSuite and all downstream systems.
- Protection for an already-live Canadian NetSuite instance while onboarding the new UK entity.

Our approach

- A programme-wide test strategy covering Salesforce Commerce Cloud, NetSuite ERP, Order Management, Warehousing and Finance.
- True end-to-end automation following real customer journeys from storefront through to fulfilment and finance.
- A dedicated regression pack for the existing Wow Tech (Canadian) entity to safeguard live operations throughout.

Impact

By introducing end-to-end test automation:

- **Manual regression effort reduced from 12 weeks to 12 hours – a 97% reduction** – enabling faster issue resolution and greater release confidence.
- Over **1,200 automated end-to-end test cases** created across storefront, NetSuite, OMS and WMS.
- **10,500 testing days** saved through robust 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 consolidate global operations onto a single, fit-for-purpose ERP platform.

With Wow Tech – part of the same group – already on NetSuite, the decision was made to bring the UK Lovehoney entity onto that existing 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 the importance of maintaining uninterrupted

service for a live Canadian instance.

A partnership built on trust

Recognising the scale and complexity of the programme, Lovehoney brought us in to own quality across the full technology estate.

Having worked with Spike previously, their Head of Technology, Julian Harrison, understood the value of investing in quality early, giving us the mandate to "do the right thing" rather than simply execute a narrow testing brief.

As the programme progressed, the project scope extended to design a regression pack for the Canadian entity, making sure

live operations remained fully protected as new capabilities were introduced.

End-to-end automation

We replaced siloed Salesforce testing with true end-to-end automation, following real customer journeys from storefront through to NetSuite, OMS, WMS and finance.

When the finance team needed thousands of transactions for validation within a tight timeframe, we automated test data generation, turning a time-sensitive requirement into a permanent, reusable part of the regression pack.