Taking Ooni from SAP to NetSuite in eight months



Ooni had outgrown SAP Business One, with no formal testing in place. We tested NetSuite end to end against how Ooni trades, and showed stakeholders where quality and risk stood.

The challenge

Ooni, a fast-growing maker of outdoor pizza ovens, needed:

- NetSuite tested against how it trades, not just the design.
- Orders tested end to end, from Shopify to 3PLs in the US, Australia and New Zealand.
- A clear view of quality and risk ahead of go-live.

Our approach

- Test strategy, processes and tooling built from scratch, including Jira and Xray.
- 569 end-to-end test scenarios, built from business requirements and signed off by the business.
- Data migration testing and regular reporting on quality and risk.

Impact

Through independent end-to-end testing:

- **55 critical defects found before they reached production.**
- **A clear, shared view of quality and risk throughout the programme.**
- **A fully documented test pack, handed over for future changes.**

“It is clear that Spike offers a really useful and well-oiled service. They are always willing to suggest ways to overcome problems and accommodate our needs. Nice to work with!”

Programme Manager, Ooni

In detail

Ooni was founded in Edinburgh in 2012 and launched the world's first portable wood-pellet pizza oven.

Rapid growth during Covid meant SAP Business One was no longer fit for purpose.

NetSuite had been selected and the design was complete.

Ooni brought us in as the business requirements were being signed off.

Testing at Ooni had always been done by business users alongside their day jobs. We ran a month of discovery, then put in a test strategy, processes and tooling, and built 569 end-to-end scenarios from the business requirements.

Alongside the implementation partner
The partner tested that NetSuite worked as designed.

We tested the joins: orders from Shopify, through Boomi, into NetSuite and out to the 3PLs. That included testing the data migration.

Prioritising what mattered on day one
As in most ERP programmes, the timeline was tight. We worked with Ooni to prioritise order to cash, the processes that had to work from the first day, and kept stakeholders clear on progress and risk at every stage.

Along the way, we found 55 critical defects, including a US tax issue, before they reached production.

Ooni owns a fully documented end-to-end test pack in its own Jira and Xray, ready to reuse for future changes.

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