Building digital resilience

How Planit established a retailer's eCommerce presence

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Technologies

- MuleSoft: For integration and data transformation.
- Salesforce (Marketing Cloud, Customer Information Management, Customer Support): Enhancing customer interactions.
- SAP Hybris: For eCommerce and digital solutions.
- Legacy ERP System (ACE): Managing internal business operations.
- SQL Server Management Studio: Database management.
- Go Anywhere (MFT): Managed file transfer.
- MS Azure Cloud: Cloud services for scalability and security.
- JIRA: Project management and issue tracking.
- JMeter: Performance testing.
- Postman: API testing.
- Azure DevOps: CI/CD pipelines and version control.
- IntelliJ: Development environment.
- Browser Stack: Cross-browser testing.

Delivered

- Quality Engineering
- Testing & QA
- Performance Engineering

Introduction

Keeping up with the fast-paced shift to digital shopping is no easy feat, especially in a post-pandemic world where convenience is king. For a leading supplier of building materials and hardware in New Zealand, staying competitive meant a radical transformation of its customer engagement strategy. Overhauling their outdated, in-store-only sales approach meant building a robust online platform that could seamlessly integrate with their legacy systems and stand out in a fiercely competitive market.

Planit's quality engineering and testing services became the cornerstone of this transformation, ensuring that every aspect of the new eCommerce platform, including functionality, performance and security, was rigorously tested and fine-tuned to deliver a top-tier customer experience.
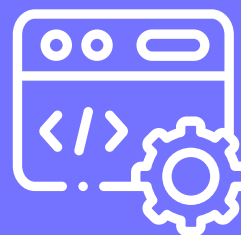
Key outcomes

5,888 test cases executed across B2B and B2C portals and mobile applications.

5,000 defects raised and resolved, ensuring a robust and stable platform.

18 program increments delivered over four years, with all committed features successfully deployed.

Minimal high-priority issues reported during production releases, exceeding quality expectations.

Confronting the shift to digital retail

With the dramatic shift in consumer behaviour post-COVID-19, many customers prioritised the convenience and safety of online shopping over visiting physical stores. The retailer's absence from the digital landscape left it vulnerable, as competitors in the construction sector had already established robust online platforms.

The objective was clear: create a seamless online platform that not only met the expectations of existing customers but also attracted new market segments in an increasingly competitive environment. By introducing their eCommerce website, the retailer aimed to offer unique features that would enhance the experience for current customers while simultaneously appealing to a broader audience.

However, the retailer faced significant challenges, including a complete lack of online ordering capabilities and an outdated approach that relied solely on in-store purchases. In addition, the company needed to integrate multiple legacy systems, including its existing ERP and external platforms like MuleSoft and Oracle SOA. These integrations required specialised knowledge and careful coordination to ensure smooth data flow between systems. Furthermore, the project demanded local testing to align with user expectations, necessitating a flexible, onsite approach.

A partnership for quality and performance

The retailer turned to Planit because of a well-established partnership that spanned over a decade. With no dedicated software testing team of its own, the retailer needed a trusted partner capable of ensuring the quality and performance of its new eCommerce platform. Our track record of consistently delivering high-quality testing services across multiple projects instilled confidence that we could handle this large-scale initiative.

Planit's involvement was strategic and focused on elevating the quality of the retailer's eCommerce platform through comprehensive testing services. The primary goal was to enhance product quality by conducting rigorous testing at various levels, including functional, performance, and security testing. A secondary objective was to introduce advanced testing methodologies, such as automation and security testing, to further bolster the platform's resilience.

The retailer's most critical requirement was the timely delivery of multiple feature releases, a priority that remained constant throughout the project's duration and was effectively met at the end of the project.

Planit's strategic approach: Flexibility, collaboration and methodical testing

From the outset, the project required flexibility in work timings due to a distributed agile framework, and Planit was adept at providing this flexibility, ensuring that the testing efforts were in sync with development cycles.

Our consultants conducted the testing phase onsite in New Zealand to closely replicate local user expectations, which was crucial given the nature of the platform. Our managed service delivery model allowed our team to integrate seamlessly with the retailer's existing systems, providing a comprehensive approach to testing that encompassed every stage of the software development lifecycle. Testing phases were conducted in alignment with feature releases, ensuring rapid identification and resolution of issues.

One of the key complexities of the project was the need to interact with multiple legacy systems. Effective testing required an understanding of how data flowed between these systems, with integration platforms like MuleSoft and Oracle SOA playing a pivotal role in data transformation and communication.

To streamline the project's complexity, Planit proactively involved subject matter experts across the retailer's systems, ensuring timely support and knowledge transfer. The inclusion of a Planit tester familiar with the systems played a key role in mentoring the team and coordinating with SMEs to solve complex data integration challenges.

Delivering stability, performance, and growth: A digital powerhouse built for the future

Planit successfully delivered all the features and functionalities that were committed to the retailer within the agreed timelines. Over the course of the engagement, which spanned 18 program increments over approximately four years, Planit executed 5,888 test cases across three different channels, including B2B and B2C portals and mobile applications. A total of 5,000 defects were identified and resolved, significantly enhancing the platform's stability and performance.

The quality of deliverables consistently exceeded expectations, with the project experiencing a remarkably low number of high-priority issues during production releases. This outcome was a testament to the rigorous testing processes implemented by Planit and our collaboration with the retailer's project team. The adaptability of our testers—who adjusted their work hours to coordinate with the offshore development teams—contributed to faster turnaround times for defect resolution and timely sign-offs for feature releases.

As a result of our team's efforts, the retailer established a strong digital presence that set a new standard in the market.

Moving forward, the partnership between Planit and the retailer continues to grow, with ongoing projects including the delivery of Salesforce CRM features and the long-term migration of existing ERP systems to SAP.

About Planit

At Planit, we are experts in quality engineering and assurance. With strong retail domain experience, our specialist consultants can help you deliver a seamless omni-channel experience and support the successful implementation and integration of your complex range of backend platforms.

Ask us how we can help you delight your customers and unlock more value from your systems!

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