Digital Transformation: Retail & Distribution

Testing Considerations

You hear about Digital Transformation everywhere these days. Thing is, it's not new. Experior have 14+ years helping retailers with their Digital Transformation Journeys. We have identified the following major challenges facing our retail customers, each with their own considerations; **Multichannel, Customer Experience and Big Data**.

Here are just a few of our Digital Transformation experiences and solutions:

Challenge 1 - Multichannel

Experience	Experior solution
All channels feed correctly into your back-end system	Our **Integration Testing Methodology** tests the integration between the back-end systems and front-ends including; Web, till, Contact Centre and Mobile Devices. Channel development is often in silos but changes made in isolation can cause downstream processes to fail. Our Methodology allows dynamic front-end channels while ensuring a robust end-to-end process.
Your customers get the same messaging & same price on all channels	Regardless of storage location, our **Integration Testing Methodology** tests that the right product information is pushed to all channels including ERP, in-store label printing and web front end. Our **Data Migration Testing Methodology** ensures that your business process are unaffected if you decide to change how or where you store product information.
Displaying accurate stock information to web and mobile users	Not only does the same product information need to be pushed to all channels, this needs to be accurate. Our **SAP Testing Methodology** test that your Master Data is accurate and ensures your 'click and collect' or delivery date commitments can be met.

"We've had no P1 incidents since the Experior MTS started and testing has reduced from 30% to 10% of our agenda spend"

Head of SAP, Major Retail Customer

Challenge 2 – Customer Experience

Experience	Experior solution
Customers use various devices	Our **Mobile Testing Methodology** uses a combination of physical mobile phones and emulation software. This allows us to test all of your requirements without compromising on device coverage.
Maintain customer experience across stores and brands	Through our **SAP Template Testing Methodology** we work with stakeholders business wide to ensure that template systems satisfy everyone's requirements. Test Assets we develop during implementation can be used for **Regression Testing** to ensure local changes do not impact the underlying template.
Accelerate change while maintaining high quality	**Automated Regression Testing** allows our customers to reduce project timescales and accelerate change. Our **SAP RBT Methodology** allows our customers to go live with zero critical defects and ensures testing doesn't overrun. Our **UAT Methodology** embeds users early in the testing process and leverages existing project test assets to offer maximum coverage in minimum time.

Challenge 3 – Big Data

Experience	Experior solution
Keep your business running while you prepare your system for Big Data	Your SAP implementation is unique, contains a lot of custom development and an upgrade can be seen as a significant risk to your business. On the other hand the benefits associated with Big Data might be key to your long term growth plan. Through our **SAP Test Assessment** we work closely with you and your partners to understand how you can reduce the time, effort, pain and risk of an upgrade. We use our **SAP Upgrade Methodology** to ensure that our customers go live with zero critical defects, successfully paving the way for Big Data.
There could be a weak link in your code	Your Big Data solution is only as fast as the weakest link in your process. Our **Performance Testing Methodology** assess the performance of each transaction or sub-process and identifies any bottlenecks. We work with your infrastructure teams to ensure they can pinpoint and address areas of concern.
Is Big Data even feasible?	We work with our customers to carry **Big Data Proof of Concepts** to understand the impact of a switch. Our approach allows you to understand the time and effort required for a full scale roll-out and better assess the business case for Big Data.

Thanks for taking the time to read through this. Hopefully it has given you some food for thought. If you'd like to know more about this or any of our services please get in touch at: **info@experiorgroup.com** or call us on: **+44 (0) 1784 618 005**