

Testing Manhattan Associates – An Omnichannel Retail solution used by 40% of retailers

Test strategy to validate and automate Manhattan Order Management and Warehouse Management System

About The Customer

Our customer offers band-related apparel and accessories, licensed merchandise, fashion apparel, and accessories & operates more than 600 stores and has an online presence. Customers' unique culture thrives in an open and collaborative work environment where autonomy and authenticity shape their success. With a rapidly growing retail segment, they have been pioneering in adapting to the latest technology and setting market trends.



Challenges:

- *Absence of a definitive test strategy*
- *Automating EOM and WMS process for regression cases*
- *Validation of external application that communicates to EOM and WMS systems for the correctness of data processed through the system*
- *Optimizing test cases for end- to-end testing in different systems like ReSA, Oracle RMS , Demandware and third party logistics*
- *Building overall test suite that can handle requests from E-Com to WMS and run autonomously*
- *High defect leakage due to multiple point validation*

The Need

The customer required a test strategy that would pertain to quality check their Manhattan Order Management System and Warehouse Management System. This involved a lot of interference to be validated along with internal functional validation. The customer faced challenges around validating the functionality as well as other systems simultaneously.





Solution:

- *Implementation of Hyper Testing strategy for wholesome quality excellence*
- *Shift-Left approach was practiced*
- *Automation of regression suite of Manhattan EOM and WMS using Tricents Tosca*

Results:

- *360° view of the application being tested*
- *Optimized resource planning where functional testing was handled by manual team and regression by the automation test team*
- *Reduction in the regression execution by 80% and increase in test coverage*
- *External system validation was performed at an improved scale*
- *Able to maintain 80% automation of Manhattan EOM and WMS systems*

Aspire's Solution

Aspire detailed out a cohesive test strategy based on the customers' requirement that solved the existing challenges and also helped the customer save 40% of their spend. Quality being the core priority, the customer was backed by Aspire's quality assurance experts who accomplished providing extensive test coverage and defined test strategy

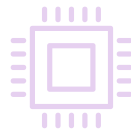
After careful understanding of the existing system by Aspire Test Consultants, Hyper Testing was suggested as a test strategy to be applied and worked on. As a part of the strategy, the aim was to unite all the applications to work as a single unit rather than work in silos. It is an agile and unified approach towards designing and executing a test strategy that covers end-to-end testing of EOM and WMS layers as well as their associated systems.

- Initially, test consultants worked on understanding the business objectives and curating a test plan that would comprise extensive testing with the help of both manual and test automation engineers
- Shift-Left approach was practiced that ensured all functionalities of the applications are being tested as a priority and automation of it was worked in parallel
- A process that could work as a part of regression scenario was identified and validated, which further was moved to automating it.
- Functional validation of Manhattan EOM and WMS of generating an order request , creating a oLPN , picking , packing and shipping
- Automating the above scenarios using Tricnets Tosca so that 80% of regression test cases are covered



- By using Hyper Testing , manual testers focused more on functional changes and risk mitigation whereas the automation team focused more on building an entire autonomous regression suite
- Order processing through across different systems like ReSA , Demandware and Third party vendors for delivery was made more comprehensive
- By having a holistic approach to the entire application, Aspire enabled the customer to identify unexplored areas of impact and prioritize their IT business strategy

Technology Snapshot



» Tricentis Tosca

» JIRA

» Oracle Test Management





Future Impact

With a powerful test automation solution using Tosca, Aspire empowered the customer with greater automation capabilities for the continuous delivery of applications at a faster time-to-market. Our Integrated Digital Commerce Quality Automation Framework would give our customer a competitive edge over other players in the industry. Evolving with breakneck speed, rapidly delivering exciting, new features to customers, the client is ensured that there would be zero compromises on quality. It would ultimately boost its customer acquisition strategy and improve bottom lines.



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