TESTING THE WATERS: INTEGRATING BLUE YONDER FOR UNIFIED WAREHOUSE MANAGEMENT

❖ BlueYonder

ARITZIA

CUSTOMER PROFILE

Aritzia is a leading retail company in the North American fashion industry.

WEBSITE

www.aritzia.com

LOCATION

North America

NEED

- Management system implementation
- Multi-site integration
- Cross-functional testing
- Defect management

THE IMPACT

- Reduced testing cost, time and effort
- 20% boost in efficiency
- Over 200 tests in 2 weeks
- Rapid defect remediation
- Visibility into testing and remediation progress

ABOUT ARITZIA

Aritzia is a Canadian women's fashion brand founded in Vancouver, British Columbia, by Brian Hill in 1984. Currently a leading retail company in the fashion industry, Aritzia sells a variety of lifestyle apparel through various upscale retail stores in Canada, the United States and online. The company employs around 8,300 people in over 100 locations.

THE CHALLENGE

As a large-scale retail company in the fashion industry, Aritzia handles a diverse and extensive inventory. At its warehouse in Vancouver, Aritzia uses the Blue Yonder warehouse management system (WMS). A leading enterprise cloud-based solution, Blue Yonder is able to provide dynamic and automated warehousing across multiple sites.

In the past, Aritzia partnered with a third party logistics provider and leveraged the 3PL's staff to operate their Eastern distribution center. Due to the company's rapid expansion, Aritzia made the decision to spin up an entirely new state of the art facility in the Greater Toronto Area that would be run using internal Aritzia systems and staff.
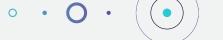
The next obvious step was integrating the new warehouse into Aritizia's supply chain by deploying Blue Yonder at the Toronto warehouse. This would allow Aritzia to provide coherent and consistent service across its multiple locations. The project involved both operational changes and an extensive digital implementation. It was one of the largest capital projects in Aritzia's history – and it had to be done on time to ensure business continuity.

"We probably would have had to pull some super heroic act to make it without Panaya."

Austin Ma, *Business Systems Analyst, Supply Chain*

THE SOLUTION

Based on its extensive experience with Panaya's solutions, Aritzia decided to use Panaya Test Dynamix for test and defect management in its Blue Yonder project in Toronto. While the company was familiar with Panaya's value for SAP projects, applying the same testing rollout tools for other core apps was a novel practice.

END-TO-END TESTING

Austin Ma, Business Systems Analyst at Aritzia's supply chain team, said that Panaya is used for "the full gamut of testing." This includes quality assurance and small change request testing by the IT team to large-scale user acceptance testing (UAT) scenarios.

With Panaya Test Dynamix, the complex global UAT process is divided into tasks and assigned to specific testers, with automatic notifications in a pass-the-baton-style workflow. Aritzia's cross-functional testing might include, for example, a sales team executing a step in an e-commerce system or the trade team testing the impact on compliance for international shipments.

KEPT ON TRACK

Aritzia turned to the Panaya dashboards to help keep the testing process on track. Project managers can monitor which steps have been completed in each test, how many tests have been executed, tester capacity, and the like. The dashboards are also instrumental in providing status reports to Aritzia's senior leadership teams. This was especially valuable when the time allocated for testing the new WMS implementation was limited by the need for business continuity.

DOCUMENTING THE TESTS

Panaya enabled Aritzia to create a centralized test scenario repository, which the IT team leveraged for the Toronto warehouse project. They adapted test cases from the company's prior WMS experience. The automatically documented, standardized and organized test evidence is also regularly exported by the IT team with their responses to change request tickets.

CLOSED-LOOP REMEDIATION

Panaya's closed-loop defect management provided Aritzia with automatic capture and proactive assignment of defects to in-house developers, followed by systems analysts for further action, and retesting. With Panaya, enhanced visibility into the defect remediation process also allows project managers to easily track and follow up on specific cases.

THE RESULTS

Panaya streamlined Aritzia's business-IT collaboration with a shared platform for testing workflows, data, and remediation.

- 20% more efficient end-to-end testing
- Over 200 WMS tests in 2 weeks
- Rapid defect resolution
- No duplication of remediation efforts
- Improved quality assurance

UPCOMING PROJECTS

Aritzia is planning to adopt Panaya's codeless test automation tool for its next major implementation project. The automation will be leveraged to accelerate regression testing, reduce human error, and save even more time.

ABOUT PANAYA

Panaya enables organizations to accelerate application change and continuously deliver innovation with its Change Intelligence Platform. Panaya provides cloud-based application delivery and testing solutions that ensure collaboration between Business and IT. Enabling enterprise agility with faster release velocity and uncompromising quality, Panaya delivers an optimized user experience with end-to-end visibility of the application lifecycle. Since 2006, 3,000 companies in 62 countries, including a third of the Fortune 500, have been using Panaya to deliver quality changes to enterprise ERP & CRM applications.