

# Avoid a Disaster – Make WMS Testing a Lifestyle

Continuous testing isn't a phase  
or a hobby; it's how you stay ahead.



# Testing as a Lifestyle, Not a Phase

We've all gone through phases in our lives. Some last longer than others. Some are unfortunate, like that mustache you thought you could pull off. Some of them sound like fun but turn out to be a bit trickier than you thought, like the time you thought it would be fun to be a cave diver. But that's the thing about most phases and hobbies, they don't stick and hopefully do not do too much harm (again – cave diving).

But some activities, when integrated intentionally into your routine, can create lasting change. They shape your lifestyle, your mindset, and even the results you get in other areas of life. Walking or hiking daily, volunteering consistently, or adopting a more positive outlook are small, deliberate actions that compound into meaningful long-term benefits.

In the world of projects and operations, testing works the same way. When treated as a phase or a hobby, its impact is limited. But when approached as a lifestyle, it transforms outcomes, reduces risk, and enables continuous improvement.

One of the key lessons the Agile development process has taught us over the past 20 years or so is to fail fast, validate as you go, and not wait until the last minute to test.

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But “failing fast” only works if testing is continuous. Embracing testing as a lifestyle means every step in development is an opportunity to validate, improve, and strengthen systems. It turns uncertainty into opportunity and risk into confidence, a mindset essential in today's high-stakes operational environments. So, why is software testing still getting the short end of the stick, and when the stakes are higher than ever? Let's get into it.





## The Stakes Are Higher Than Ever

The operational floors of warehouses and distribution have become the battlegrounds for operational innovation. Modern technology of all kinds makes its way to the floor daily. Unfortunately, few organizations feel prepared to address the myriads of opportunities for automation and AI.

*According to Gartner, **84%** of supply chain leaders say the ability to adapt quickly to disruptions is their top priority — yet only **21%** feel “highly prepared.”*

The reality of execution systems, like WMS, is that the measure of operational success has less to do with the 10,000 things we did correctly than with the one thing that went wrong. So, while it is exciting to think about all the innovation, due to the discontinuity of technologies, these changes create larger risk profiles than ever before.

Plus, we can't approach testing as if it exists in a single silo of data. It also involves connections to other enterprise systems that guide processes and people. The flow of information into WMS platforms from OMS, TMS, ERP, and e-commerce tools can significantly multiply risks. Testing cannot exist in one of these silos. It must account for connections across your entire enterprise, which can amplify risks. Every integration point, every data flow, and every automated process introduces potential failure points that can ripple across the organization if not properly validated.

Today, competition isn't just warehouse-to-store or warehouse-to-distributor; it's warehouse-to-customer, and in some cases, warehouse-to-consumer. A system failure can mean a loss of next-day deliveries, compliance violations, missed SLAs, and financial penalties. Every second of downtime erodes trust, revenue, and operational efficiency.

This brings us to what we call the “tyranny of now.” Customers expect same-day delivery, flawless execution, and real-time updates. As shipments shift from bulk pallets to smaller, frequent orders, the margin for error shrinks. In this environment, there is no luxury of testing only at the end of a project. Errors must be caught proactively and continuously. Organizations must embed testing into every step of the process or risk failing to meet customer expectations and operational standards.

The ‘tyranny of now’ illustrates why reactive testing isn't enough. To thrive under pressure, testing must be continuous, embedded, and aligned with the speed of modern operations. This is how organizations protect OTIF metrics, maintain trust, and turn operational urgency into an advantage rather than a liability.

**Example:** A large retail distribution center implemented a new WMS but delayed testing until the final verification stage. During peak season, they discovered a misconfiguration in order prioritization that caused hundreds of next-day deliveries to be delayed. The reactive fix required overtime, expedited shipments, and customer compensation—costing the company millions and damaging trust. Continuous, embedded testing could have caught the issue months earlier, preventing the disruption entirely.

# Where Traditional 'Waterfall' Approaches Fail

Let's cut to the chase. Most digital transformations fail.

*McKinsey reports that **70%** of digital transformations fail — largely due to issues with change management and system integration, including unvalidated process changes.*

The quote above speaks to this idea of unvalidated process changes. This means that some processes were not tested, resulting in delays or, worse, failures. Some of this is, undoubtedly, due to the project's process. In a typical waterfall approach, there are 5-6 phases (requirements, design, development, verification, and maintenance). In our example, verification is the fourth of five steps. Part of the fallacy of this approach is that it is not merely a checked box. Issues in this phase can impact development and even design. That is a recipe for delays, sometimes massive ones.

Testing should be a formal part of the project management plan. By integrating testing into every stage, from requirements gathering to deployment, validation becomes continuous rather than a last-minute scramble. This proactive approach catches errors earlier, reduces rework, and ensures that processes are operating as designed. With the limitations of traditional methods in mind, it becomes clear why a more continuous, embedded approach to testing is not just preferable, it's necessary.

**Example:** *A pharmaceutical company implementing a multi-site WMS using a waterfall approach faced a critical inventory tracking issue during the verification phase. Because testing occurred late, correcting the problem delayed multiple production lines, risking expiration-sensitive drugs. The impact wasn't just operational—it affected compliance reporting. Continuous testing embedded from the start would have identified and corrected the configuration before deployment, preventing both delays and regulatory risk.*







## The Solution: Embedded, Continuous Testing

Tryon Solutions has a proven approach and a formula that works. Testing is a journey that begins with a proven roadmap to success and gets you out of thinking of this as a hobby.

By embedding testing into every step, we shift from reactive firefighting to proactive validation, creating systems that are stable, reliable, and scalable. This sets the foundation for achieving the true end goal of continuous testing, where quality is constant and innovation for the future is encouraged.

### 3. EXECUTE

Deploy test management platform to manage all testing while track results and defects.

### 2. DESIGN & DEVELOP

Create test cases that ensure coverage of all business requirements, as well as outline the strategy for when/why/how testing will be performed.

### 1. ASSESSMENT

Define business requirements, document standard operating procedures or work instructions, and determine the testing program scope, requirements, and goals.



### 4. AUTOMATION

Evaluate metrics and automate your most routine tests to accelerate your ability to test more, faster!

### 5. PERFORMANCE

Use load testing to stress your systems to evaluate how they will perform during peak demand periods.

# The End Goal?

The goal of continuous testing is to make quality constant. It should be built-in part of the development and operations process rather than something checked only at the end. And when it can be repeated in an automated fashion, time and costs both go down. You deliver to your company an always-on tool that is ready for production. It's stable, reliable, and aligned with business goals.

Continuous testing keeps you ahead of customer demands and market expectations. By catching issues before they reach production, your organization can move faster than competitors, introduce new features confidently, and provide a seamless experience to the end customer. It allows teams to innovate without fear. When testing is embedded in workflows, new features, automation, or system upgrades can be rolled out confidently, knowing potential issues have already been caught. It builds trust, from customers, partners, and internally across teams. This ensures your organization is confident in its results and speed. With these benefits in mind, it's easy to see why testing as a lifestyle doesn't just improve quality, it transforms the business.

When testing and validation are intentional, you get more beneficial results.



More confidence in the implementation



Better alignment of processes to SOPs



An effective way to manage change



Nimble movements forward with repeatable tests

This combination of benefits underscores why embedded, continuous testing is no longer optional, it's a core enabler of operational success.

**Example:** A food & beverage distributor introduced robotic picking systems across three facilities. Continuous testing allowed them to simulate high-volume order spikes, identify potential collision points, and fine-tune system logic before go-live. The result: zero production downtime during implementation, smooth integration, and on-time customer deliveries.





# Two Expert Companies – One Single Mission



Softeon's 25-year history in the WMS industry has led us to some of the broadest and deepest functionality in the industry. Gartner consistently rates Softeon's functionality among the leaders in their Critical Capabilities report.



Tryon Solutions' pedigree is around managing the technology and processes within WMS platforms. Incorporating testing and validation were key components in over 550 engagements with a 100% successful go-live track record. Tryon Solutions' continuous improvement process doesn't just speed up implementations, but increase productivity.

## Better Together

While the configuration-driven and wizard approach to system setup eases the technical obstacles, change management and validation remain significant challenges for organizations. Tryon Solutions and their approach to supporting evolving systems help organizations move more rapidly, with great confidence.

**Example:** During a multi-site expansion, embedded testing ensured that inventory rules and automation logic worked consistently across all locations. Without continuous validation, slight differences between sites could have caused shipment errors and missed SLAs.



*"Our goal isn't to find bugs — it's to prevent them from ever happening. That's the real shift when testing becomes a lifestyle."*

*-Amaan Shariff –Director,  
Managed Service – Tryon Solutions*

# Culture of Quality

Quality becomes a shared responsibility. Everyone, from leadership to front-line staff, sees testing as part of their role. Teams continuously learn and adapt, refining processes as they go, which creates a culture of improvement rather than blame. Proactive risk management ensures potential issues are identified early, preventing expensive disruptions and strengthening confidence in system performance.

By embedding these principles into daily operations, organizations create a culture where quality and innovation go hand in hand.



Test strategies aligned to business processes, not just code



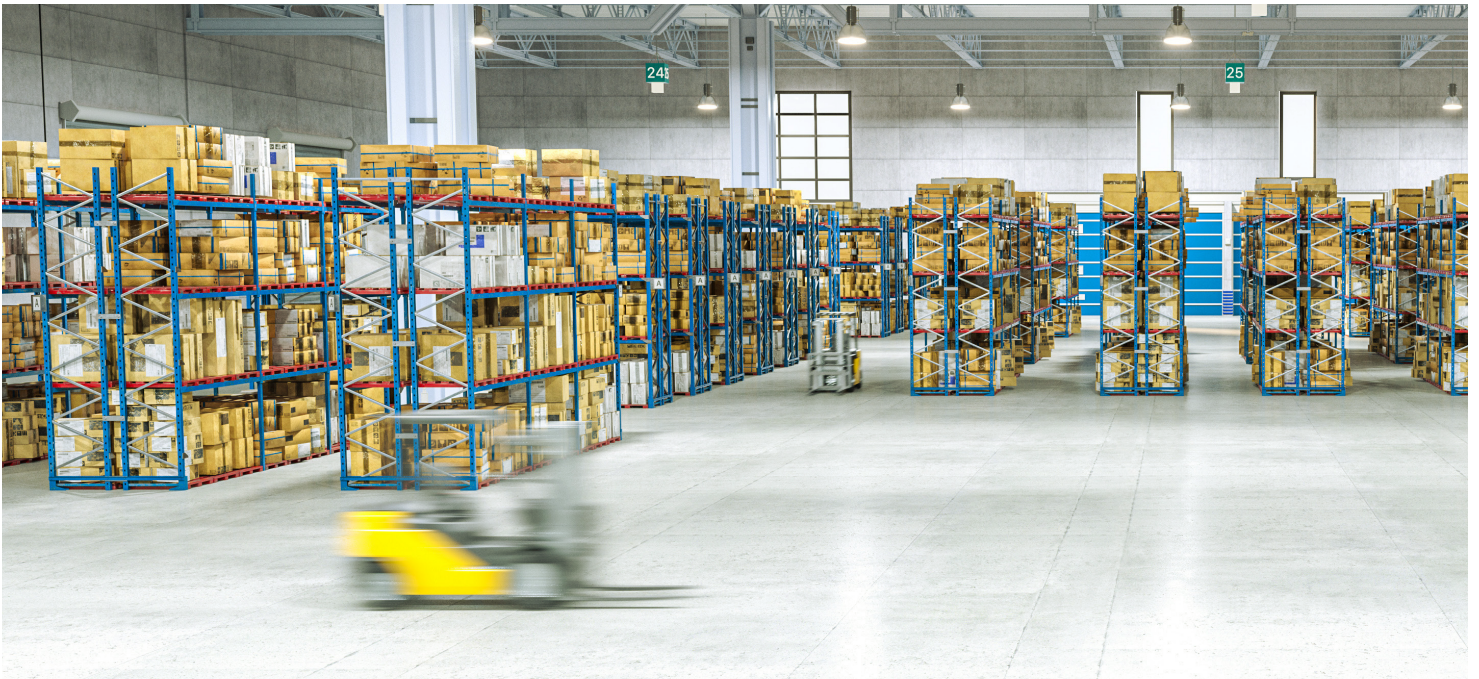
Teams trained to think validation-first



Tooling that supports speed and safety



Results that scale



In short, testing isn't a phase, a task, or a checkbox. It's a lifestyle. A lifestyle where quality is constant, systems are reliable, teams are confident, and the business is always ready for the next challenge. Organizations that embrace this approach don't just survive...they thrive. And that's the real power of testing as a lifestyle, transforming uncertainty into confidence, risk into opportunity, and everyday operations into a competitive advantage.