



# Case Study : Rapid Technologies

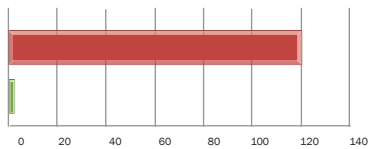


"...we've seen how Scapa TPP can save time, effort/resource and, ultimately, costs by making the end-to-end system performance visible - even in complex, multi-layered IT environments - allowing no hiding place for issues." -

Charley Whitt, Manager of Support Services for Rapid Technologies

## Result

Incident creation time improved by a factor of 40.



**With Bottleneck**  
Up to 120 seconds to create an incident.

**Bottleneck Fixed**  
2.5 to 3 seconds to create an incident.

**With Scapa TPP risks are minimized, profits maximized.**



## Business Scenario

To ensure optimal performance after upgrading to BMC Remedy ITSM v7.6, Rapid Technologies engaged the consulting services of Scapa Technologies to perform load testing of their client's customer incident logging system. In so doing, it was hoped that effective system performance would be ensured for its end-users.

With the upgrade completed and all of its new systems integrated, the client, a large healthcare organization, expected to generate approximately 6 times the amount of incident volume that they had before - a major increase in data for any organization. As a successful, expanding organization, the client knew it had to resolve any performance issues on an IT system that is so crucial to its call centre business operations.

Rapid Technologies' support services consultants' expertise in dealing with this type of upgrade project provided a high degree of insight into the issues involved and to their ultimate resolution, and a proposal to bring in Scapa Technologies to prove the viability of the recommended fixes was soon agreed.

## Benefits

- System upgrade of BMC® Remedy® Action Request System® version 7.5 and IT Service Management Suite® v7.6.
- Customer moving from the fat client to mid-tier / web client.
- Issues replicated and proposed fixes verified quickly and efficiently.
- Additional testing led to significant improvement in entire system performance: incident creation time reduced from 1-2 minutes to 2.5-3 seconds.
- No costly interruption to client's business operations.
- Performance testing completed in days, not weeks, in a highly complex system environment.

**With Scapa TPP risks are minimized, profits maximized.**



## Solution

The upgrade project involved a complete change from users accessing the customer incident logging system through the traditional fat client to a new web browser method. Performance issues were encountered when the amount of data populating the system was increased.

Initially brought in for a 10-day load testing project, the Scapa Technologies consultant, working with the information provided by the client organization and the support consultants from Rapid Technologies, was able to quickly refine the load testing plan. He utilized Scapa Test and Performance Platform (TPP) to replicate the known performance issues and demonstrate that the proposed resolution would work and did work.

Even in such a complex environment, this took only a few days to complete. Scapa TPP drives tests dynamically thereby reducing overall time needed to run tests and analyse results. In addition to the known issues, some future, potential performance issues were also exposed during testing and this information was shared with the support consultants.

"Time is a precious commodity in this type of project and testing is often seen as non-essential, time-consuming and costly," said Charley Whitt, Manager of Support Services for Rapid Technologies. In this project, where we've collaborated with Scapa Technologies, we've seen how Scapa TPP can save time, effort/resource and, ultimately, costs by making the end-to-end system performance visible - even in complex, multi-layered IT environments - allowing no hiding place for issues."

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With some additional days left in this engagement, the Scapa Technologies consultant used his considerable systems knowledge and proficiency to execute further tests examining the implication of future actions and system changes (e.g. standard data changes and caching) on the system's performance as well as investigating the system's maximum load. The analysis of the results of these tests and the fixes utilized would bring about an impressive improvement in performance, reducing end-user incident creation time from 1-2 minutes to 2.5-3 seconds.

## Scapa Technologies ([www.scapatech.com](http://www.scapatech.com))

Scapa Test and Performance Platform (TPP) is a best-of-breed performance testing tool for Virtual Desktop, Remote Desktop, Citrix® and BMC Remedy AR System, with support for additional technologies such as HTTP(s) protocols.

All of the functionality is available in a single product at a single price and can be applied in combination, allowing Scapa TPP to:

- Perform all types of testing across the project lifecycle.
- Function in virtual architectures of any complexity.
- Facilitate migration projects between physical or virtual architectures in any combination and of any complexity.

Scapa TPP has a unique level of integration with Remedy AR Server and ITSM architectures at the C API, Java API and the http layer, and via multiple other touchpoints.

The Scapa Expedite Methodology, utilized by the Scapa Technologies consultants, is a Capacity Management process which minimizes the risk that the capacity of a system may be inadequate for the business operational requirements.

For more information, quotes, case studies, references please contact: [www.scapatech.com](http://www.scapatech.com) | [Contact@scapatech.com](mailto:Contact@scapatech.com) | Tel. USA: +1 (530) 853 4004, +1 (415) 287 4126 | Tel. UK: +(44) 800 242 5864

## Rapid Technologies ([www.raptek.com](http://www.raptek.com))

With a philosophy built around goal-oriented service, on-time delivery, and an adherence to industry standards, Rapid Technologies implements world class Business Service Management solutions. As a BMC Remedy partner since 1996, Rapid Technologies' entire organization is focused on delivering the following:

- BMC Consulting and Development Expert Services.
- BMC Support Services (authorized Level 1 Support Partner; Remote Admin Services and "Development on Demand").
- BMC Education / Training (including ITIL training; ITSM web / classroom training).
- Authorized BMC Software reseller.

As an authorized BMC Level 1 Support Partner, Rapid Technologies provides first level support for BMC Remedy software. Our strategy for support is to provide our customers a higher level of service by having dedicated Senior Engineers directly assigned to our support customers. This enables us to more promptly address our customers support issues as we build our knowledge of their environment.

For more information please contact:

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