



CDW

Ensures a successful BMC Remedy ITSM upgrade through performance testing

"Scapa TTP facilitated a successful testing project for both CDW and Column Technologies; allowing us to design the test scripts, test approaches and reports which delivered maximum value for CDW, while still being generic enough to be reused for future test cycles. The Scapa Technologies' support team is extremely responsive and knowledgeable which helped deliver this complex project in a timely manner." -- Dom Lewington, Column Technologies Performance Management Director

The Business Challenge

Headquartered in Vernon Hills, Ill., CDW is a leading provider of technology solutions for business, government, education and healthcare. With a balanced portfolio of 250,000 small-, medium- and large-sized customers, CDW generated net sales of \$10.1 billion in 2012, and employs 6,800 people in 25 locations across the U.S. and Canada. They use BMC Remedy IT Service Management (ITSM) to manage their internal IT and business services. Their ITSM was being upgraded to the latest version to support up to 800 end-users (or "requesters") and support staff, utilizing high traffic applications including BMC Remedy Incident Management and BMC Remedy Service Request Management (SRM). As part of their upgrade, CDW wanted to ensure that:

- The new ITSM rollout was fully performance tested before go-live and all system components (code, server, database, network, etc.) were configured optimally for scalability, end user experience and throughput.
- The approach taken to performance testing was repeatable and could be integrated into future release cycles and CDW's BAU development and change management processes.

The Solution

To ensure a successful upgrade, CDW engaged Column Technologies to perform managed testing services. Column Technologies' expertise in performance testing and BMC Remedy upgrade projects led them to select Scapa TTP, the tool of choice as the test and optimization platform.

CDW identified BMC Remedy Incident Management and BMC SRM as the key user-facing applications making these the two most business-critical software running on the environment. Using Scapa TPP in a number of deep-dive workshops, Column Technologies' consultants were able to map workflows from this application into test scripts, then record and customize. A total of 18 scripts were created and completed in five days, including:

- BMC SRM and BMC Incident Management ticket submission scripts
- Users searching for tickets using the BMC Remedy Mid-tier client
- Support staff and end-users requesting updates (relating to Configuration Items, adding work information, uploading an attachment, etc.) to incident tickets

The creation of tests for BMC ITSM within Scapa TPP involves capturing and recreating accurate, valid user transaction data. It was feared that creating a test would prove challenging given the number of cross-references and APIs executed in CDW's BMC ITSM environment for a simple workflow process. Scapa TPP's uniquely sophisticated connectivity to a BMC Remedy-based system was able to handle the genuine user transaction data, maintain its validity, and also introduce variability into the data to measure how the system would cope under different types of stress.

Column Technologies and CDW also designed a monitoring template, using Scapa TPP, to ensure that all system KPIs were watched during testing. Areas monitored included, but were not limited to, application code, server utilization, network traffic, and database performance.

To complete the test cycle, Column Technologies implemented Scapa TPP's powerful BIRT based reporting component to generate reports based on the test types executed. These included baseline, load, performance, and soak. These reports were created with versions suitable for both technical and management audiences.

Scapa TPP provides a templating solution to generate reports based on test type or other differentiator. Once these reports have been configured, they can be rerun very easily by non-technical staff.

Why CDW and Column Technologies Selected Scapa TPP

Column Technologies selected Scapa TPP for the performance management testing during CDW's upgrade implementation for the following reasons:

- Scapa TPP provides genuine, accurate end user experience. Its coverage of BMC Remedy-based applications is incomparable, offering the most complete testing and monitoring solution for this type of system.
- Scapa TPP is flexible enough to be able to test customized systems taking into account the customer's application mix and usage scenarios.
- Scapa TPP is used to provide continual insight into BMC Remedy-based systems' performance thereby further increasing its ROI.
- In addition, Scapa consultants work directly with the Scapa development team to ensure we are providing a best of breed solution within an agile, ever-changing environment.

Benefits and Results of Performance Testing

CDW proved that testing is vital in mitigating go-live risks and helping migrate a successful BMC ITSM system into production. In addition, moving forward CDW will be able to maintain the established performance baseline through the release cycles and change management processes.

Column Technologies was able to deliver the following:

- Performance - A model of the end user experience at both baseline and maximum load
- Capacity - A view of the maximum load the BMC ITSM system could support before performance degraded or system elements failed
- Throughput - The number of transactions per hour that could be supported by the BMC ITSM system
- Ongoing maintenance - How to leverage the initial project approach for future releases and as part of change management processes
- System Tuning Opportunities - How to configure the BMC ITSM suite components and code to produce the best possible performance
- A number of robust, reusable test scripts covering the core CDW BMC ITSM workflows for both end-users and support staff
- A specific, flexible monitoring template covering application code, servers, network and database that can be reused for future testing cycles
- Several templated reports covering CDW approved test types such as baseline, performance, load and soak tests that can be leveraged for future testing cycles.

For questions on how Column Technologies' performance testing services can help you mitigate risks during a migration or an upgrade, please visit us at: www.columnit.com.



About Column Technologies

Established in 1998, Column Technologies is a global technology and software provider with proven success across the public and private sectors. Column's success comes from long-term relationships, aligning our goals with our customers, and a collaborative approach that integrates people, process, technology, and support. Our end-to-end approach enables organizations to improve service and efficiency while lowering costs and risk.

Headquartered in the United States, Column has over 350 employees and offices in Australia, India, Singapore, and the United Kingdom as well as a global partner network.

About Scapa Technologies

Scapa Technologies is an independent software vendor with a unique and powerful testing tool: Scapa Test and Performance Platform (TPP). Scapa TPP is the only test tool with the power, flexibility and feature list required for the most complete and accurate reliability, performance, capacity and scalability testing of BMC Software's Action Request System and BMC ITSM Suite. With a highly scalable engine technology, tests can be scaled to hundreds of thousands of users, covering the systems end-to-end, from client to server (including the mid-tier).