

This customer is an EMEA (Europe, Middle East & Africa) leader in Information & Communication Technologies Consulting company, specializing in information system infrastructures and telecommunications. Combining consulting and technology solutions enables the company to provide its customers with independent advice and effective solutions that meet their strategic objectives.



The Business Problem

Ensuring system performance and reliability

Our customer is a leading Information and Communication Technologies Consulting company, with highly-skilled consultants based in offices across EMEA (Europe, Middle East and Africa) providing effective, mission-critical systems to a wide-range of clients. One such critical system, a BMC® Software ITSM™ application utilizing the mid-tier of an Action Request System® or Remedy® system, required testing prior to being evaluated by a prospective client. Therefore, in a very short timeframe, the customer wanted to ensure that:

- a) the entire system from client to server, including the mid-tier, could be tested, quickly and thoroughly,
- b) any underlying system issues could be pinpointed and rooted out before the system's capabilities were demonstrated to their client,
- c) performance levels were optimized and the system was stable.

Solution

Scapa TPP, the professionals' load testing and capacity planning tool of choice.

The customer needed to find a testing solution that would help them demonstrate the capabilities of the system under proposal to a prospective client. They needed to be sure the testing solution was credible and effective and so they began to look around for a tool and a company that would be able to test the performance and stability of their systems - in particular this ITSM and Remedy-based system - quickly and thoroughly. Scapa Technologies, a company with proven expertise in testing Remedy and ITSM-based systems, was invited to undertake a Proof of Concept (PoC).

Scapa Technologies is an Independent Software Vendor with a unique and powerful testing tool: Scapa Test and Performance Platform (TPP), as well as genuine consulting expertise in the area of system and application load and performance testing. 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 ITSM™ Suite as well as custom applications. With a highly scalable engine technology, tests can be scaled to hundreds of thousands of users, covering the system end-to-end, from client to server (including the mid-tier).

Upon the successful completion of the initial PoC, Scapa Technologies consultants were also requested to build and run some significant tests that would clearly show how well our customer's system would perform for their client. Throughout the process - which only took a matter of days - Scapa consultants ably demonstrated the capabilities of Scapa TPP in pinpointing actual and potential system issues, including configuration issues, allowing the customer enough time to make improvements to their system prior to commencing their own PoC.

The Result

Our customer's consultants did not waste time in undertaking what they knew to be essential testing, allowing unforeseen issues to be pinpointed and improvements to be made to their system in a timely manner. Improvements to the system's CAPACITY, RELIABILITY, STABILITY, SCALABILITY and PERFORMANCE.

The customer was able to take their system to their prospective client in the sound knowledge that there were no underlying performance or stability issues that would become showstoppers. In the process, they experienced how quickly they could achieve impactful results through testing with Scapa TPP.

Why Scapa TPP Was Selected

Ensuring the performance and reliability of their system was the driving force behind the customer's decision to select Scapa TPP, based on the following main advantages:

- 1) Scapa TPP provides genuine, accurate end user experience. Its coverage of BMC Software's Remedy-based and ITSM applications is incomparable, offering the most complete testing and monitoring solution for this type of system, in particular of the mid-tier.
- 2) Scapa TPP is flexible enough to be able to test customised systems taking into account the customer's application mix and usage scenarios.
- 3) Scapa TPP can be used to provide continual insight into systems' performance thereby further increasing its ROI.
- 4) 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

The benefits of using Scapa TPP in this project, include:

- Within a very short timeframe (a few days), the consultants were able to use Scapa TPP to create and execute tests quickly and easily, without compromising on the accuracy of the results.
- Scapa TPP allowed the customer to see at a glance the system issues and their the root causes, helping make improvements to their system quickly before it was demonstrated to the prospective client.
- The customer's consultants have seen how quickly it is possible to create and run tests with Scapa TPP in this type of environment, allowing them to check their systems from end-to-end and on an ongoing basis and to iron out any issues before these start to impact negatively on their own, or their clients', businesses.