

*"Time is a precious commodity in this type of project and testing is often seen as non-essential, time-consuming and costly.....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."*

- Charley Whitt, Manager of Support Services.



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Scapa TPP, the professionals' testing, capacity planning and monitoring tool of choice. Scapa TPP is the only test tool with the power, flexibility and feature list for proper and accurate performance, capacity and scalability testing of solutions from Microsoft®, Citrix®, VMware®, BMC Software® and others. With a highly scalable engine technology, tests can be scaled to hundreds of thousands of users.

## Why Scapa TPP was selected

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 six (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.

## 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.

The Scapa consultant 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.

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.

## The Result

- ability to automate several dynamic windows solutions in the Citrix environment.

The successful upgrade of the healthcare organization's Remedy and ITSM environment brought many benefits, including the following:

- 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.