

This customer is a global leader in providing technology-enabled solutions and services.

With the broadest range of capabilities, this solutions provider offers clients the solutions they need to manage complexity, focus on core businesses, collaborate with partners and clients and improve operations.



The Business Problem

Ensuring improvements in performance before going live. Our customer is a global leader in developing and implementing smart, technology-enabled solutions to solve their clients' challenges. One of these solutions is to provide a hosted BMC Software® IT Service Management™ based system, where a number of their clients would use the "software as a service", or "SaaS". However, when the performance of this service began to deteriorate for one of their clients, our customer decided that they needed to upgrade the underlying Remedy® ITSM software, ensure they understood where any issues lay and where performance improvements could be made. To summarize, the customer wanted to:

- a) benchmark their system to measure its health,
- b) estimate the capacity of their system and
- c) ensure that performance levels were improved and optimized.

Why Scapa TPP was selected

Ensuring the performance and reliability of their system was the driving force behind our 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.

Solution

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

The customer needed find a testing solution to help them understand the current limitations of the system and how to measure the required improvements. To do this, they engaged Scapa Technologies, a company with proven expertise in testing Remedy and ITSM-based systems, to create and run some tests on the upgraded system before it was rolled out to their clients.

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).

The Result

A common misunderstanding is that a testing project such as this will take a lot of time to undertake from start to finish. In reality, the Scapa consultant managed to get access to the system, create, build and run the tests and finally analyze the results in one weekend. A **complete testing project in three days**. In that time, the tests revealed a number of system limitations, including a significantly slow link to a specific engine, and a comprehensive report covering system analysis from end-to-end, client to server, including the mid-tier, was produced.

Benefits

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

- Within a very short timeframe (**3 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 users to see at a glance the system issues and their the root causes, helping make improvements to their system quickly.
- The customer has 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.