

DATA SHEET

The clear choice for capacity, stress, diagnostic, load and benchmark testing, bottleneck identification and monitoring for Remedy applications.

# Scapa<sup>®</sup> Test and Performance Platform

# REMEDY<sup>®</sup>



Unique **3 step process** provides fully automated test creation process for quick and easy validation of the capacity, performance and scalability of Remedy ITSM applications and environments.

## Business Challenge

Performance, scalability, capacity and continuity assurance are critical success factors in any business-critical application. If a system does not perform or cope with an increase in demand, there are significant impacts on ROI. It may also impact morale, service delivery and ultimately, the bottom line.

It is not uncommon for performance issues to delay IT deployments. A system may perform well when the number of concurrent users is small, but performance can deteriorate drastically with a modest increase in the number of users, despite compensating hardware enhancements. A solution is needed to minimize, if not eliminate the risks.

### Performance Assurance

BMC Remedy-based solutions are so fundamental to operations, business and growth, that their performance has come to the fore as a critical element of corporate governance. For the end-user, the customer and for the business itself, the performance, scalability, capacity and continuity of the Remedy solution must be assured.

### Minimizing Risks, Maximize Profit, Increase Growth

Poor system performance hinders productivity, business processes and financial growth - increasing business costs and forfeiting revenue opportunities.

### Forecasting System Capacity for Business Growth.

It is imperative that the planned system can cope, not only with current load and unexpected peaks of service, but can also expand with increases in user count, transaction rate etc... To be successful, an approach and tool are needed that insulate your system from performance, capacity and continuity risks. The tool must be predictive in order to guarantee that customer expectations are maintained in line with business growth.

The challenge is to invest in a solution that can ensure capacity, scalability, performance and reliability are delivered, whilst minimizing cost and impact to delivery schedules.

## Solution

Scapa Test and Performance Platform (Scapa TPP) is a fast and cost-effective test, monitoring and optimization platform that provides visibility of system performance and user experience characteristics of Remedy-based solutions. The tool's simple **3 step process - CAPTURE, PROCESS, GO** - automates the creation of tests that replicate real-world business processes accurately, allowing tests of any complexity to be created in **minutes**.

Providing the most complete coverage of Remedy ITSM environments, including custom applications, Scapa TPP gives you the assurance that your solution is of the highest quality, is working at optimum performance and will continue to work at peak efficiency every day through continuous monitoring and testing.

Scapa TPP has been used successfully for some of the largest Remedy deployments in the world, simulating user activity generating in excess of 100k tickets per day.



Insulate systems from performance, capacity and reliability risks.

*"IT is now a fundamental support of business activities - which means the greatest IT operations sins are an unpredictable user experience and a failure to reduce overall service delivery costs".*

Forrester Research: Thomas Mendel, Ph.D.,  
Jean-Pierre Garbani

Scapa Technologies has collaborated with BMC to provide an enterprise-scale test, monitoring and optimization tool that provides functionality to quickly and accurately assess the performance, scalability and reliability characteristics of the BMC Remedy ITSM product set across all core Remedy API/Protocols:

- Web Mid-Tier: HTTP including BackChannel support
- Remedy User Tool & custom apps: C APIs
- Web services applications: HTTP/WSDL/SOAP
- GUI Interfaces: User Capture Replay

IRONSHORE

*"I cannot speak highly enough about Scapa's work and the Scapa technology."*

Joe Perez, Head of Global Infrastructure Services



# With Scapa TPP risks are minimized, profits maximized.



## Find the answers quickly and efficiently to business-critical questions with Scapa TPP:



- Can we predict user experience/performance levels accurately and continuously in line with business growth?
- How do we avoid extending release cycles, missing delivery schedules and increasing rework costs?
- Is it possible to guarantee optimum system performance and to avoid capacity and continuity risks?
- How can we ensure that our IT systems help us maximize profit, ROI and improve our competitiveness?
- Will migration between versions or delivery methods affect service levels?
- How can we keep upgrade project costs within budget and on target?

## Business Benefits

Executives need better insight into the costs and risks associated with poor performance of Remedy systems. Scapa TPP is unparalleled in its ability to identify bottlenecks and other issues affecting performance, scalability and reliability of Remedy solutions.

Scapa TPP testing brings many benefits. Testing will maximize ROI as well as future revenue opportunities.

### Lower costs and avoid unexpected delays to maximize financial performance

Scapa TPP can identify problematic areas early - improving the quality of the system during development to reduce release cycles, speed time-to-production and minimize costly rework once the system is deployed.

### Reduce risk by quantifying performance, scalability, capacity and reliability

Scapa TPP will reduce risks associated with performance, scalability, capacity and reliability by uncovering issues early so that remedial work can be planned.

### Maximize profit, ROI and improve competitiveness

Scapa TPP will maximize business benefits by increasing the responsiveness of applications, optimizing the system through tuning and removal of bottlenecks, thus enhancing user productivity.

### Assure the quality of the Remedy-based solution

Scapa TPP's unique **3 step process - CAPTURE, PROCESS, GO** - uses real data to create tests that replicate real-world business processes. Scapa TPP will provide the information required for confident and smooth production rollouts.

### Maintain continuity and service levels

With Scapa TPP, performance baselines are used to maintain ongoing performance and availability of the system in production.

## Make smart, informed decisions with Scapa TPP

- Scalability
- Bottlenecks
- Capacity
- Migration
- Mid-Tier
- Performance
- Availability
- Diagnostics
- Enhancements
- Provisioning
- Upgrades
- New applications
- Server consolidation
- Platforms
- Changes

## Product Overview

Scapa TPP is a proven product, developed and improved by our 10+ years' experience and used by BMC and other software vendors, systems integrators and end-user organizations to simulate any number of users, to uncover and eliminate performance-related failures. Scapa TPP automates and simplifies test creation to 3 simple steps - **CAPTURE, PROCESS, GO** - with **NO** Remedy experience required.

### End-to-end Performance Benchmarking, Load and Stress Testing

Scapa TPP drives applications in the same way as real users. End-to-end metrics are correlated with Remedy AR server, web server and database metrics in order to identify issues across application, operating system, databases and network.

### Problem Identification, Diagnosis and Correction

Scapa TPP's end-to-end testing and diagnostic capabilities expose bottlenecks, performance, capacity, scalability and reliability characteristics with unparalleled clarity, enabling users to identify the root cause of failure(s). With this knowledge, corrective action can be taken and validated with unrivalled efficiency.

### Client-side Diagnostics

Full logging and validation of Remedy system responses for each simulated user.

- **Mid-Tier Testing:** Remedy BackChannel responses.
- **C API Testing:** Remedy C API responses.
- **Web Services Integration:** WSDL operation responses.
- **Full GUI Testing:** Screen capture and screen and browser content.

### Server-side Diagnostics

Client-side monitoring gives a partial picture of the performance characteristics of the system. It is also necessary to monitor the system metrics from a web server, Remedy AR server and database server perspective. In Scapa TPP, these metrics are correlated with client side metrics to reveal the big picture. This facility is supplied as standard - no add-on or server-side agent required.

### Root Cause Diagnostics

Most RDBMS's have facilities to perform root cause diagnostics. If required, detailed database metrics can be added and correlated with client-side metrics using the Scapa Database monitor. To simplify the resolution of database performance issues, Scapa offers DBTuna to supply drilldown capabilities into SQL statements and stored procedures.