



**“Mentora’s professionalism and customer service orientation make working with them effective and enjoyable. It’s as if they are an extension of our company, not a vendor.”**

VP of Technology Services, Neurostar Solutions, Inc.

### Summary

To understand the performance implications of moving to an ERP environment capable of providing role-based access to information, tools and services.

### Key Challenges

- ❑ Multiple geographically dispersed portals
- ❑ Reconcile Test and Production environment variances
- ❑ Dynamic content such as rotating, updates news links, stories
- ❑ Personalization: Page layouts can vary by Business Unit or user’s preference
- ❑ Peak concurrent users and arrival rates difficult to estimate
- ❑ Unknown usage patterns

### Solution

- ❑ Multi-tool test infrastructure
- ❑ Distributed load simulation, including Mentora’s remote portable load injection servers

### Key Benefits

- ❑ Comprehensive test analysis, clearly depicting performance improvements in both response times and services availability resulting
- ❑ Major cost savings through Mentora’s “software as a service” methodology
- ❑ Confirmation of end-to-end application performance meeting and exceeding target service level requirements, prior to go-live

### Why Mentora Testing Services

- ❑ Independent, objective application performance assessment
- ❑ “Best of Breed”, most applicable load testing tools available selected for each project
- ❑ Setup, configuration and management of infrastructure required to drive application target load

## SAP NetWeaver Migration

### Performance testing SAP Portal unified application access

According to a recent ASUG (America SAP User Group) member survey, 86 percent of SAP customers cited as a critical concern “risk due to lack of comprehensive testing during a major [ERP] upgrade or implementation.” A particular area of anxiety is confirming that an ERP implementation will perform efficiently and that the business can handle peak period workloads without affecting productivity.

### Maintaining Market Competitiveness

With world-wide revenues of over \$20 billion dollars, one of our clients, a developer of defense technologies for over 75 years, sought to improve their overall competitiveness by increasing their business agility and process innovation.

Mentora was brought in to provide an independent assessment of the end-to-end performance of the SAP NetWeaver Portal, as part of a risk mitigation strategy, prior to application go-live.

### Portal-Infrastructure Management

SAP NetWeaver Portal provides a personalized, secure interface that unifies enterprise applications, information, and processes from both SAP and third-party sources into a coherent, role-based portal experience. The portal supports both UNIX and Microsoft Windows servers and is localized to support more than 20 languages. Its field-tested capabilities deliver the security, scalability, and performance that SAP customers expect, along with easy user and content administration.



# ORACLE E-Business Suite R12

Oracle E-Business Suite R12 is a global software platform that provides a comprehensive suite of integrated global business applications. Our client, a world leader in electronic security and fire protection needed to validate that their newly upgraded Oracle E-Business Suite was capable of processing company target workloads within acceptable end-to-end business process and page response times, in order to be able to successfully deploy the system to the company's 12,000 users.

## Test Combination Methodology

- Baseline Test:** Low volume test designed to obtain best-case response times
- Load Test:** Gradual increase in load from baseline level until application performance begins to degrade by a significant amount, revealing the point where the solution fails to scale properly
- Stress Test:** Increasing load while emulating specific stress type events such as many users attempting to access the same database entry simultaneously establishes whether the system can still handle the peak load, and if it will fully recover after the stress event passes
- Breakage Test:** Peak load is deliberately increased until the system fails in order to assess the system's ability to recover after the "over-the-limit" load is removed
- Longevity Test:** An extended test that runs for at least one full production cycle. Typical issues revealed by a Longevity Test include memory leaks, resource intensive Java garbage collections, log file overflows and inefficient database management



## Measurable Results

The Mentora testing strategy revealed the SAP NetWeaver/Unix platform significantly out-performed the customer's legacy platform in both response times as well as service stability. User authentication process response times showed improvements of over 45%.

Mentora load testing identified system resource allocation levels that were preventing the Oracle E-Business Suite from supporting the required target loads.

A 55% cost saving was realized by utilizing Mentora load testing services compared to the cost of in-house testing set-up and resourcing.

## Experience And Expertise

Being able to draw upon our 12 years of application performance testing, Mentora is able to tailor our "5 Steps of

Stress Testing" methodology, utilizing a combination of testing tools from HP and Apache and testing scenarios to create testing frameworks to cope with highly complex and rapidly changing customer application access environments. Additionally, Mentora provisions the appropriate load testing infrastructures including setup, configuration and management of load test farms equipped with multiple load injector servers, sited in a number geographic locations.

