



### Service Description

We provide an independent and objective assessment of the performance of Trizetto's *Facets* integrated health plan administration system, testing *your* workflows, transaction volumes and interfaces, in *your* environment. We conduct this service with "low intrusion", shipping you a portable load server pre-configured with HP LoadRunner. We bring our team on-site for one week to gather workflow specifications, and then we conduct the test development and execution remotely.

We capture and report on response times and resource utilizations over load, and interpret results in meaningful and actionable business terms. We measure and report on these key metrics:

- ❖ **System Scalability:** Graphs of end-to-end process times and selected "action" times over load, and thus depict the system's ability to respond within a target range of acceptable time over the target load range, highlighting the optimal scalability range of the system.
- ❖ **Achieved Workload:** Table of actual transactions completed by process, and a computation of % Workload Achieved vs. Target
- ❖ **System Capacity:** The maximum load that the target computing environment can support with reasonable response times before additional hardware must be added
- ❖ **Performance Bottlenecks:** Observed application and system performance bottlenecks and recommendations for fixing these.

We work closely with your business analysts and technical teams to define, conduct, diagnose environmental bottlenecks, and present results to your stakeholders, to help you mitigate system performance risks and people-productivity impact at go-live.

### Activities and Deliverables

Our service is delivered in three phases, over a period of a few weeks, with activities and deliverables as follows:

#### Phase 1: Planning Assessment

##### Joint Mentora & Customer Activities

- We conduct a 2-day planning assessment at your location to define specific test objectives, identify key modules, business processes and interfaces to be tested, quantify the target peak workload, map the computing environment, and set expectations for working together. The output of this assessment is a statement of work for the project.

#### Phase 2: Discovery

##### Customer activities:

- Assign a Project Owner
- Assign business leads to walk us through the workflows and data requirements
- Provide a dedicated environment and a current copy of your Facets database
- Assign a technical lead to provide support for networking, system access, and database refreshes

##### Joint Mentora & Customer Activities:

- A one week on-site Discovery process to define the workflows and data requirements of the processes to be tested, and drill-down on transaction volumes and user profiles
- System support to achieve remote connectivity to your network and access to your Facets test environment.



### Phase 3: Test Development & Execution

#### Mentora Activities:

- Develop test scripts for each workflow and prepare the test database with staged data as needed
- Run low-level tests to confirm the scripts function as expected and establish a system performance baseline.
- Develop load scenarios to drive the target workload, schedule and conduct test sessions
- Provide analyzed graphical results after each test, identify performance bottlenecks, and work with your technical teams to resolve these
- Work with Trizetto to resolve any product issues that may have been surfaced
- After the last test, present a final *Performance Profile™* report to stakeholders

#### Pricing

The engagement is priced based on the number of Facets workflows and interfaces to be tested and the user load level to be validated. We provide you with an accurate estimate and a statement of work during the pre-engagement process.

#### Powered By

We use our **5-Steps of Stress Testing** methodology, LoadRunner, the leading automated load testing software from HP, and healthcare knowledgeable and Facets-experienced performance engineers, to deliver this service.

HP Software  
Silver Business Partner



#### Benefits

You benefit from an independent, objective verification of performance of your Facets environment, via a low-intrusion, short-duration, cost-effective solution.

#### Examples of Satisfied Customers



#### About Mentora

Mentora provides **tests, hosts and manages business applications**. We provide software quality and production management solutions across the application change lifecycle. We specialize in performance testing of healthcare applications *Facets*, *QNXT* and *MACCESS EXP*, and packaged ERP suites from Oracle and SAP. We host and manage business-critical applications in eCommerce, Healthcare, Insurance at top-tier AT&T data centers. We have offices in Atlanta, Boston, Dallas and Washington DC, and deliver services nationwide.