



Data Sheet: EXP Performance Testing

testing, hosting and managing business applications

Service Description

We provide an independent and objective assessment of the performance of MACCESS.exp, testing your specific implementation of key processes, business workflows and transaction volumes, in your pre-production or testing environment. We conduct this service with “low intrusion”, shipping you a portable load server pre-configured with LoadRunner, on which we have you install the current MACCESS client and guide you through connecting and configuring on your network. We conduct the engagement 100% 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 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 about how to fix.

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 assess performance risks at go-live. We also report any application issues we uncover to SunGard EXP, who is committed to providing maintenance fixes, as well as providing us engineering support as needed during the engagement.

Activities and Deliverables

Our service is delivered in three phases, over a period of 2-3 weeks, with activities and deliverables as follows:

Phase 1: Engagement Discovery/Preparation

Customer activities:

- Assign a Project Owner
- Fill out and submit Test Planning Survey, including key processes and target peak workload
- Provide a dedicated environment, with the MACCESS.exp version to be tested, for the test preparation and execution period
- Provide a copy of the production database for use as a test database.

Joint Mentora & Customer Activities:

- A one hour conference call to review and finalize the survey and plan test logistics.
- Local systems administration support to receive and install the load server on customer's network, to establish remote access to the load server, and to establish administrative access to the MACCESS servers from the load server for test data preparation and subsequent monitoring

Phase 2: Test Sessions

Mentora Activities:

- Prepare the test database and test scripts with test data, and run low-level tests to establish a performance baseline.
- Develop load scenarios to drive the target workload



Data Sheet: EXP Performance Testing

testing, hosting and managing business applications

- Conduct load test sessions
- Provide verbal and graphical feedback to the Project Owner on results through the day of testing.

Phase 3: Final Report

Mentora Activities:

Present, via web conference with stakeholders, a Performance Assessment presentation, including:

- Objectives and business context of the test
- Description of the test and the environment tested
- Executive Summary of results, including conclusions and recommendations for any necessary performance corrections
- Annotated graphs supporting conclusions and recommendations
- Table of results showing Achieved Workload and comparison to Target Workload

Pricing

The engagement is priced based on the number of EXP processes and the 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 Mercury, and MACESS-experienced performance engineers, to deliver this service.



Benefits

You benefit from an independent, objective verification of performance of your MACESS.exp 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 web applications for eCommerce, eLearning, Donor Management, and packaged ERP suites from Oracle, SAP, and SunGard EXP. We host and manage business-critical applications in eCommerce, Healthcare, Insurance, and Publishing, at Savvis and AT&T tier 1 data centers. We have offices in Atlanta, Boston, and Washington DC, and deliver services nationwide.