



Data Sheet: System Performance Test

testing, hosting and managing business applications

Service Description

We provide an independent and objective assessment of the performance characteristics of complex web, client/server, EDI, messaging, or packaged software products. We test your high-volume application processes, driving a target load modeled on concurrent users, transaction volumes, and/or page views per minute, on your pre-production or production environment. We conduct this service on-site.

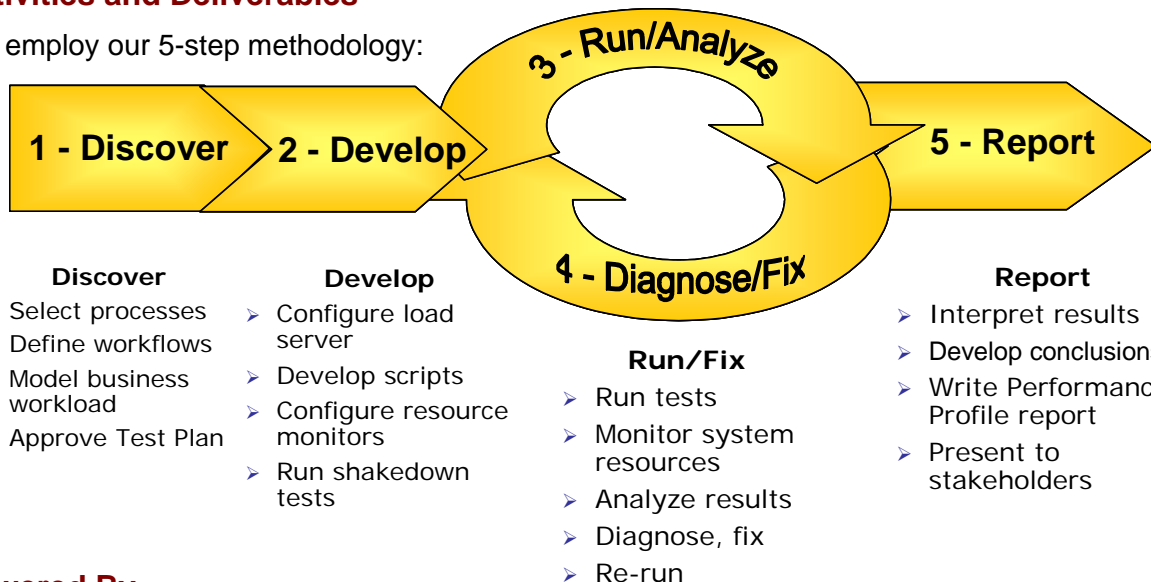
We conduct this service on-site, over the web, or with “low intrusion”, via a portable, preconfigured load server shipped to your location, which we guide you through connecting and configuring it on your network. We can conduct the engagement 100% remotely, for greatest cost-efficiency.

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 on how to fix
- ❖ **Fail-Over Latency:** Validate that redundant components fail over as expected, and measure recovery latency and impact on transactions in process.

Activities and Deliverables

We employ our 5-step methodology:



Powered By

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





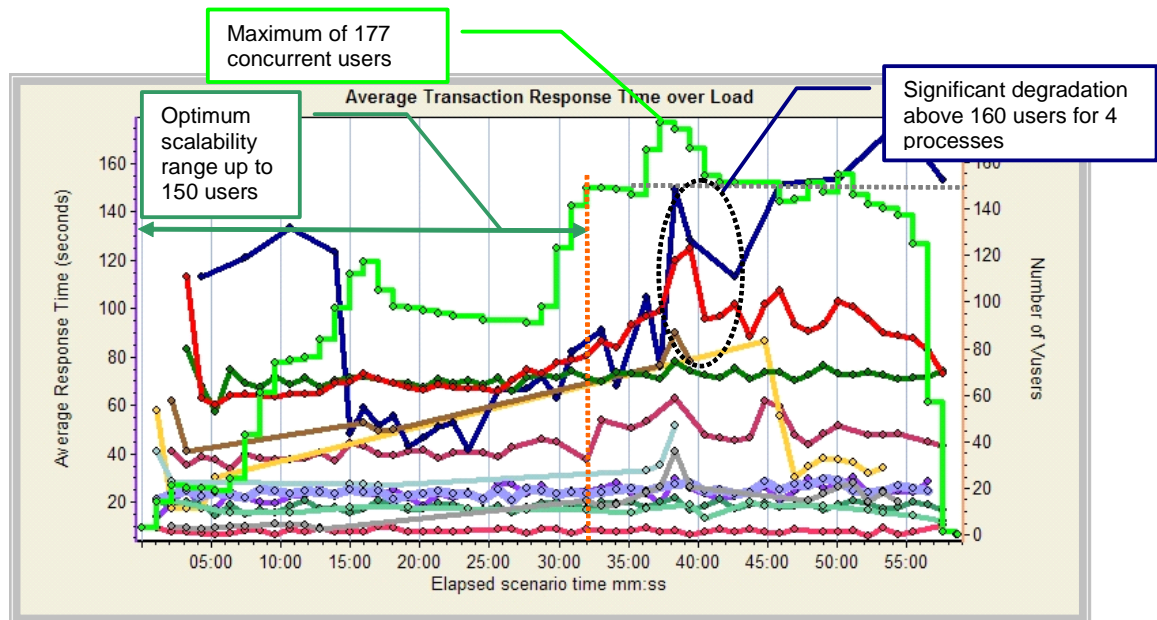
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Benefits

You benefit from an independent, objective performance assessment of your application, and your team learns our methodology and effective use of automated load testing tools.

Our Performance Profile™ Report presents results in clear business terms that business stakeholders can act on .



Featured Customers



AT&T Wireless

SUNGARD EXP

SINGLE SOURCE Enterprise Content Management Solutions



About Mentora

Mentora **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.