



# Data Sheet: SAP Performance Testing

testing, hosting and managing business applications

## Need

According to a survey of SAP users, 86% cite inadequate application testing as a major concern, particularly in the area of assessing peak load performance capacity. Performing rigorous SAP performance testing requires not only knowledge of the SAP modules, but also load testing software and the expertise to quantify and simulate real user patterns and transaction volumes, significant infrastructure to drive the load, and experience interpreting graphs and turning these into actionable results to mitigate performance risk.

## Solution

We provide an independent and objective assessment of the performance characteristics of your SAP SAPGUI and NetWeaver implementation to ensure that your production system will perform well at peak loads. We measure and report on these key metrics:

- ❖ **System Scalability:** The overall ability of the system to respond within a target range of acceptable time for a range of concurrent users, sustaining a projected arrival rate of new users
- ❖ **System Capacity:** The maximum load that the target computing environment can support with reasonable response times before additional hardware must be added
- ❖ **System Bottlenecks:** Observed components that exhibit a response degrading impact on the system as load is increased beyond the target range

We work closely with your implementation team, DBAs, and infrastructure engineers to diagnose bottlenecks and remediate performance risks prior to go-live.

## Deliverables

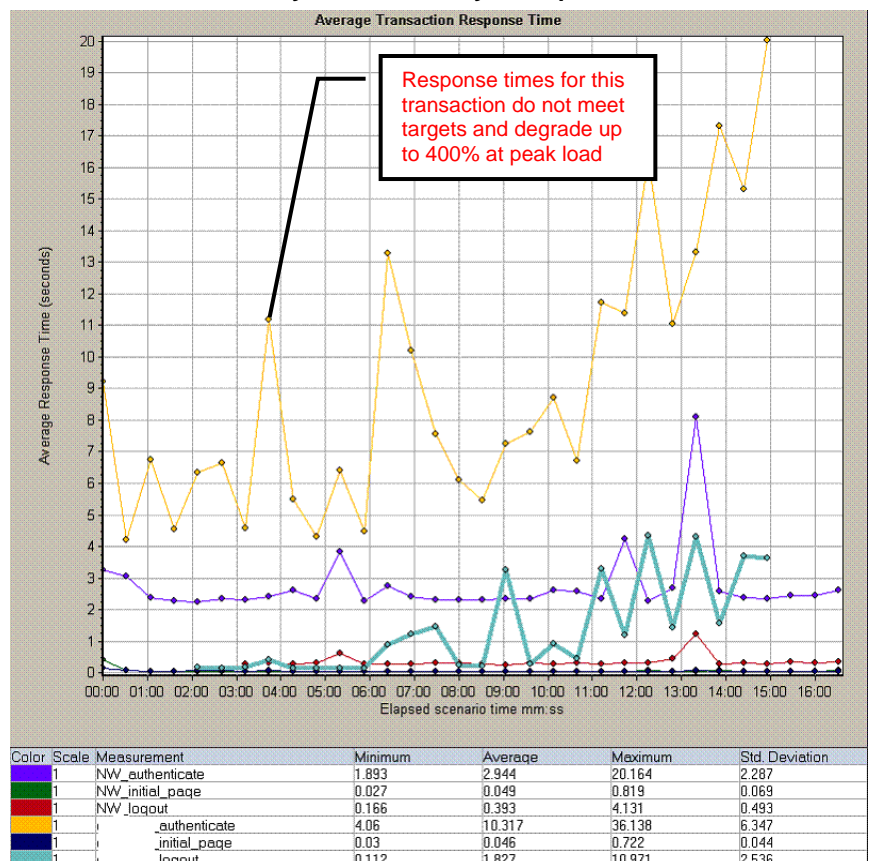
During the **Discover** step, we develop a comprehensive Test Plan that identifies measurable objectives, key business processes, target loads that will validate the objectives, and a fully defined approach to executing the tests.

In the **Develop** step, we develop automated test scripts that simulate real users navigating your workflows, and we instrument the infrastructure to measure key system vitals.

During **Run/Fix**, we conduct a set of three to six test sessions, working with your engineers to interactively monitor and diagnose performance issues as they arise, and generate interim graphs to inform the remediation process.

In the **Report** step that

### SAP System Scalability Example





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culminates the testing and tuning process, we analyze final test results and create a Performance Profile report that contains graphs and interpretations of your site's performance results providing actionable business recommendations to minimize go-live risks.

## Powered By

We use our **5-Steps of Stress Testing** methodology, HP **LoadRunner**, including the SAPGUI add-in, open-source tools to generate background load, pre-configured load generating infrastructure in a combination of on-site and hosted servers as appropriate, and HP Certified performance engineers experienced in testing SAP to deliver this service.



## Benefits

- ❖ Avoid go-live surprises about system stability and response under load
- ❖ Validate the performance claims of your third-party application hosting vendor
- ❖ Eliminate performance bottlenecks
- ❖ Improve end-user satisfaction
- ❖ Simplify test setup – we supply the software and infrastructure
- ❖ Ramp up your team's internal performance testing skills

You benefit from an independent, objective assessment of your application, and your team learns our methodology and modular, structured test design, to maximize your ROI in automated tools.

## Featured Customer

# Raytheon

## 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 AT&T and Qwest top-Tier data centers. We have offices in Atlanta, Boston, and Washington DC, and deliver services nationwide.