



Is your IT infrastructure tuned for peak performance?

Will your website be able to cope at key times when traffic is at its height?

Are you confident that across the whole range of internet services, middleware options, database protocols and computing environments your application will function correctly, quickly and accurately?

Poor performance, slow load times and application failures can deter potential clients, deface your brand's image and undermine your bottom line. Testronic Labs are the independent Quality Assurance experts, working across the digital media, software and website spectra to safeguard your systems. *TL's expert Performance Testing services measure the quality of your business applications from the end-user perspective whilst also monitoring system performance using the Borland Silkperformer® tool.*

Performance testing can reduce costs and minimize performance risks by helping you:

- Isolate and repair the cause of performance problems in cross-platform systems
- Lower IT infrastructure costs by tuning capacity before deployment
- Assess application performance, scalability and reliability before deployment
- Create realistic, reproducible load test scenarios to cover all critical use cases and requirements
- Provide automated test environment control - Load Test Resource Management (LTRM) allows comparison of various configurations in the computing environments of your choice

Testronic Labs provides Borland-certified Performance Testing experts to carry out this work on your site or in one of global labs – *giving you all of the expertise and insight with none of the costs of setting up enterprise-class load-testing tools yourself.*

SilkPerformer Load Testing

- Mimics thousands of users running business scenarios across a broad range of enterprise application environments
- Identifies bottlenecks, then applies powerful diagnostics to resolve performance issues
- Uses the visual approach to test creation along with root-cause analysis wizards and Java® and .NET deep diagnostics to run projects efficiently
- Uses minimal hardware per virtual user – so you can run larger tests more cost-effectively

For internationalized applications that utilize Unicode, SilkPerformer supports multibyte character sets and UTF-8. Client IP address

simulation allows for the testing of load-balanced sites.

Client-Side Diagnostics

The unrivaled TrueLog™ technology of SilkPerformer provides visual front-end diagnostics from the end-user perspective. TrueLog™ visually re-creates the data that users provide and receive during load tests - for HTML pages this includes all embedded objects - enabling you to visually represent the behavior of your application as errors occur during load tests. *Detailed response timer statistics help us to uncover the root causes of missed service levels before your application goes live.*

Server-Side Diagnostics

With the addition of the Server Analysis Module, you can monitor server statistics and automatically correlate data with load test results to identify ongoing problems with your system's back-end servers, even those located behind firewalls.

Silkperformer Lifecycle Quality Management Service by Testronic Labs

Testronic Labs will tailor the performance testing package to your specific needs and supply an expert consultant to help you achieve your goals. Our Performance experts are Borland-certified SilkPerformer Engineers and have experience with large clients in a variety of sectors, with particular pedigree in publishing and ecommerce websites. *Complementing backend performance testing with detailed user experience analysis provides the comprehensive service and peace of mind that quality is embedded throughout the project lifecycle.*

Using this existing expertise and industry-leading tool setup at TL you will be able to run performance testing projects without taking on the expense of tool investment and training.

Methodology Intake

Your performance testing consultant will first gather and process all necessary information in order to present to you a high level test plan. This will cover all of the activities needed to turn it into a successful project - not only planned stages of work, but also an exposition of risks and contingencies to shape for a smooth project.

Monitoring

We'll use SilkPerformer technology to build a customized (non-intrusive) monitor that plugs into a live environment. With the addition of the Server Analysis Module, we can monitor server statistics and automatically correlate this data with load test results to identify ongoing problems with your system's back-end servers.

Scripting

We'll identify all key user journeys by interviewing your technical staff and write tailored test scripts to reflect these. We'll take care of all key variables like login credentials, measurement planning, browser compatibility, response time thresholds and benchmarks - applying a mixture of our known best practices and your specific requirements.

Analysis and reporting

The automated testruns will be completely based on these scripts. After each round we'll summarise the tests that have taken place and discuss the outcome and next steps with you.

Results analysis and correlation

The results collected during the various testruns will be analysed and cleaned out, correlating the logs with the system resource monitoring data that we've been running in parallel with the main test.

Reporting

Following the analysis, we'll gather and present your full report. Potential or actual problem areas will be explained in great detail and where possible, recommendations for improvement will be added. Our user-friendly reports clearly present patterns and information in a navigable way - far more convenient than sifting through hundreds of pages of the SilkPerformer technical logs yourself.

Next steps

The project will be rounded off with a 'next steps' report to document recommended actions for improvement and schedule follow-up or maintenance test runs.

Supported Environments

Protocols and Interfaces for Load Testing

HTTP(S)/HTML, Unicode (UTF-8), SOAP/XML, WAP2 (WTLS, MMS), i-mode, streaming media (MS, Real), Adobe® Flex/AMF, FTP, LDAP, MAPI, IMAP, SMTP/POP, SSL, CORBA (IIOP), Java RMI (EJB/J2EE), .NET Remoting, (D)COM, Oracle® Forms, Citrix® ICA, ODBC, ADO, Oracle Call Interface (OCI), DB2 CLI, TCP/IP, UDP, Tuxedo® ATMI, Jolt, Jacada®, TN3270E, TN5250, and T100/200+

Open Interfaces

- .NET Framework
- Java Framework
- VB Framework
- COM Interface
- DLL Interface

Packaged Applications (CRM/ERP)

- SAP
- PeopleSoft®
- Siebel®
- Oracle Applications
- Remedy ARS Web

Real-time Server Monitors

- Windows and UNIX® system/network
- JMX
- SNMP
- Server counters for Microsoft IIS
- Apache
- IBM® WebSphere®
- BEA® WebLogic®
- Oracle
- IBM DB2®
- Microsoft SQL Server®

About Testronic Labs

Testronic Labs provides Quality Assurance and localisation of digital media, software and websites. Testronic Labs assists clients at every stage of application and website life cycles from design and development through test and validation to on-going management and optimisation. We test at our own labs based in the UK, Belgium, Poland and US and also offer QA testers, managers and consultants onsite with our clients.

About Borland Silkperformer

Borland is the leading vendor of Open Application Lifecycle Management (ALM) solutions - open to customers' processes, tools and platforms - providing the flexibility to manage, measure and improve the software delivery process.

Borland offers integrated Open ALM products, services and training to help customers transform software delivery into a managed business process. Borland's product suite spans the application development lifecycle: requirements definition & management, change management, UML modeling, software test management, functional testing, performance testing, component & unit testing, and software change & configuration management.