



AT A GLANCE:

Industry: Banking

Key Benefits:

- Reduced risk and ensured regulatory compliance
- Resolved capacity issues
- Identified critical capacity issues
- Identified, resolved and verified end-of-day database query inefficiencies

Multi-national Financial Services Firm

VIP PERFORMS CAPACITY PLANNING AND TESTING TO ENSURE PERFORMANCE AND COMPLIANCE OF CORE BUSINESS APPLICATIONS

To comply with an extensive internal audit, a multi-national financial services firm needed to verify and test the capacity and performance of 85 applications spanning its business portfolio. Despite its international footprint and capable IT staff, the magnitude of this effort required the client to bring in a partner with the expertise to help manage this new workload. The client chose Visionary Integration Professionals (VIP).

Goals

VIP engaged with the client for a two-year capacity planning and testing effort for applications deemed critical by the client's risk officers. The project goals were to assist in planning the overall effort, determine which applications could be replicated in the test labs, and execute performance testing using HP LoadRunner. The client also wished to determine which applications would not require direct testing, but would need oversight and expertise to ensure acceptable performance standards were met. VIP was asked to provide performance testing reports on each of the applications slated for capacity testing, which was close to 85 applications globally.

Challenges

The project quickly grew complex, with a growing list of applications and technologies that needed support. The client tasked VIP with designing custom ways to test various parts of the applications. In addition to the original capacity testing goals, the project expanded to include:

- Identifying delays in key processes
- Finding the throughput, and subsequently, the capacity limit of the most intensively trafficked servers

VISIONARY INTEGRATION
PROFESSIONALS

2001 Edmund Halley Drive
Suite 400
Reston, VA 20191
703-322-9565
www.trustvip.com

- Ascertaining the capacity of a market data application using a replicated lab environment
- Identifying the impact of long running queries to the application
- Identifying and validating the maximum workload conditions under which the database server could perform without error, system failure, or significantly high CPU wait times

Solution

VIP provided a fresh perspective on the client's capacity planning challenges. As a result of the VIP team's unique range of experience and capabilities, the client gained a high-level view of all resources and assets related to system capacity.

VIP began by developing a step-by-step process aligned to the client's specific needs, including phases for discovery, planning, staging, scripting, test execution and analysis, and final reporting. Utilizing HP LoadRunner, VIP was able to accomplish all of the client's goals, on time and under budget.

Results

By testing the capacity of key applications, the VIP team helped the client understand the daily volumes of existing applications and identify features or real world events that trigger spikes in activity. VIP also detected and notified the client of all bottlenecks impacting the system.

VIP determined that many applications were running at or near their overall capacity, allowing the client to identify areas of improvement. Testing also identified opportunities for tuning applications to achieve greater performance and gain extra capacity; some applications were found to possess sufficient capacity for up to 60 times their current volume. VIP also helped identify underutilized hardware that could be redeployed or eliminated.



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