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## AT A GLANCE:

**Industry:** Retail

**Client:** The client is one of the leading personal computer designers with a significant presence in digital music and a strong mobile media influence through revolutionary smart phone and tablet designs.

### Key Benefits:

- VIP ensured project success by providing extensive experience of HP products and services
- Secured end-user satisfaction with digital and online purchases by transitioning to HP Performance Center (PC)
- Identified critical issues and mapped training to PC interface best practices

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# HP Performance Center 11.5 Training

**VIP DELIVERED CUSTOMIZED TRAINING FOR A PREMIER PERSONAL COMPUTER AND DIGITAL MUSIC RETAILER TO HELP THEM TRANSITION FROM LOADRUNNER CLASSIC TO PERFORMANCE CENTER 11.5**

## Challenges

The client had 20 experts performing regular load testing, primarily against their SAP system, using LoadRunner (LR) Classic. LR proved inefficient in the following:

- Poor resource management, causing controllers to compete
- Requirement to purchase license for full project term, instead of just testing term
- Lack of centralized location for results

## Solution

Because of an in-depth understanding of HP products and services along with a very strong HP partner relationship, VIP was chosen to assist the client in the transition from LR to PC. The engagement began with a two-week analysis of the current environment, which led to a two-week, customized training for 20 staff members. Because trainees were both on-shore and off-shore contractors, training was held in split virtual and live sessions to accommodate time zones.

- HP Software Gold Applications Specialist Partner
- HP Authorized Services Management Partner - Software (ASMP-S) certified tier-1 support and services provider
- HP preferred partner since 1997
- HP Software Emerging Partner of the Year in 2011

## Results

VIP's HP PC experts have years of experience with the tool, and specifically with transitioning from LR to PC. As a result, VIP was successfully able to guide the client's staff through a seamless transition and prepare them to use the new interface effectively. Transitioning from LR Classic to PC allowed the client to only purchase licenses during the testing term, instead of the full term of the project, providing much greater value. Additionally, PC allowed the client to utilize a more efficient resource retention calendar based on actual resource usage and availability which retained resources when they were booked even if they were not actually being used. The completely customized training was completed in just one month with no issues and within budget.