AT A GLANCE:

Industry: Healthcare

Goal:
Verify that the system can support the load expected in the client's production environment, during open enrollment periods.

Challenge:
The client's HR resource management tool operated on a third-party company's network, limiting the ability to stress the system.

Solution:
VIP PROformance, a load and performance testing solution that uses HP LoadRunner and VIP's expert services.

Key Benefits:

- Verified system performance under peak loads

- Improved business throughput

- Improved end-user experience

VISIONARY INTEGRATION
PROFESSIONALS

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Large Private Medical Clinic

VIP CONDUCTS LOAD AND SCALABILITY TESTING TO MAKE SURE A CLIENT'S INFOR ERP SOFTWARE CAN SUPPORT INCREASED SYSTEM TRAFFIC

A large private medical clinic was using Infor's ERP software to support their human resources (HR), finance, and supply chain processes. The client's system experienced heavy traffic daily, so the application had to provide a satisfactory user experience under peak loads. The client engaged Visionary Integration Professionals (VIP) to create and execute load and scalability testing prior to launching a recommended IBM solution to enhance the existing Infor application. In a follow-up project, the client required another load test after adding an open enrollment module. VIP worked with teams from the client, Infor, and a third-party company whose resource management software was also being used by the client.

Goals

The overall goal of the testing effort was to verify that the system could support the load expected in the client's production environment, both prior to and after adding the open enrollment module.

Challenges

- Project stakeholders disagreed on the approach to creating the testing environment, and not all team members believed that performance testing was needed. VIP's load test engineer explained VIP's approach, answered questions, and achieved a consensus.

- The third-party resource management application added an additional level of complexity to the project, as there was no way for the testing team to monitor that system's components and network. This became a greater challenge in the second project, because the open enrollment module relied heavily on the vendor's system. Due to the vendor's limitations, the team tested the system at peak loads, but could not stress it further.

Solution

The client selected VIP's PROformance solution, an affordable, fixed-price performance testing program that includes the use of HP LoadRunner. VIP worked with the client to establish the following objectives for the initial load and performance testing:

- Build a test environment simulating planned hardware configuration and internal users.
- Assure the system performed well under loads that met or exceeded anticipated maximum levels.
- Establish baselines to measure performance improvement.
- Determine the impact of running batch processes.
- Identify potential bottlenecks and recommend improvements.
- Discover defects that may surface under load conditions.
- Create and execute HP LoadRunner scripts to perform critical Infor business processes, emulating a maximum of 500 concurrent users.
- Gather critical information that can be used for future capacity planning.
- As a secondary goal, determine performance impacts of using add-on tools with Infor.

After the installation of the open enrollment module, VIP ran a second round of tests. In addition to the previous objectives, the team created new HP LoadRunner scripts and re-used the scripts from the previous test effort. This time, the tests emulated a maximum of 1,000 concurrent users.

Results

The Infor system performed quickly and efficiently at the expected maximum user level, even when the team exceeded the peak transaction rates. VIP's team identified several discrepancies with the data, and made recommendations for resolving the issue. The client was extremely satisfied with the testing effort and VIP's contributions to the project's success.underutilized hardware that could be redeployed or eliminated.

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