



Customer Success Story

Silk Performer
Silk Central
Silk Mobile
Silk Test

Deakin University

After the university's previous load testing solution became too complex, the school turned to Micro Focus® Silk Performer™. Because of its ease of use and Micro Focus's exceptional support, Deakin can ensure that its applications provide reliable service to thousands of students and staff.



Overview

Deakin University is Australia's ninth largest university with 44,000 students, including 8,000 international students and over 3,600 staff. Deakin is renowned for excellent teaching, innovative course delivery and a student-focused culture, earning it a first place in student satisfaction in the state of Victoria and third in Australia*. The university's CIO, William Confalonieri, won CIO of the year 2014 for his work on student services at Deakin with the fully integrated online portal DeakinSync. Testing of DeakinSync was done with the Silk suite of tools.

Challenge

Technology to support its teaching and learning is paramount to Deakin. Capitalizing on new technologies, Deakin aims to deliver

responsive programs wherever students are geographically or within their career trajectory and life stage.

With thousands of students relying on its Learning Management System as their main point of contact with the university, performance and load testing is essential.

Vicki Connor, Deakin's Performance Management Unit Leader, comments on the previous testing environment: "We used HP Loadrunner but struggled with a number of issues. The tool was not easy to use and required a lot of experience. We couldn't temporarily upscale our licenses—to accommodate load testing—as this was prohibitively expensive. We couldn't exhaustively test our Identity and Access Management (IAM) single sign-on bridge or the Learning Management System. Finally, because of the complexity of the tool, we relied heavily on HP technical support, which was sorely lacking, with reported issues left unresolved. It was time for us to investigate the market for a good alternative."

Solution

Deakin University wanted as much local support as possible and liked the fact that Micro Focus has a knowledgeable, accessible support team based in Melbourne. Once she looked into Silk



At a Glance

Industry

Education

Location

Australia

Challenge

With 44,000 students and 3,600 staff, load testing applications is essential for the university.

Solution

Use Silk Performer for load testing with an easy-to-use graphical interface.

Results

- + Increased script reuse from 90 percent to 98 percent
- + Reduced performance-testing costs by 50 percent
- + Introduced helpful and responsive support from Micro Focus

"With the introduction of Silk Performer, we have reduced the costs of our performance testing environment by 50 percent!"

VICKI CONNOR

Performance Management Unit Leader
Deakin University

* As awarded by the Australian Graduate Survey.

“The graphical representation we have within Silk Performer really helps us to engage nonperformance testing colleagues.”

VICKI CONNOR

Performance Management Unit Leader
Deakin University

Performer, Connor and her team soon realized it met all their requirements. A successful proof-of-concept made the decision easy and Silk Performer was implemented.

The initial installation of Silk Performer took less than two hours and overall, compared to the previous solution, time savings with fewer clicks to script and report have been experienced. Uploading documents and preparing scripts is made very easy through the Silk Performer browser-driven (AJAX) application. In comparison to other tools, it takes less time to script with Silk Performer, the scripts are robust and reusable and require minimal rework with every upgrade or release of the application.

Silk Performer was soon embedded in Deakin's testing environment as Connor comments: “The graphical representation we have within Silk Performer really helps us to engage non-technical colleagues as they can understand our graphs for ‘largest page to load’ or ‘most network resource consumed,’ etc.”

From a technical perspective, the biggest wins have been in the ease of use with Silk Performer. Because Silk Performer is easy to use, Micro Focus training wasn't really needed. Developers can script load tests as part of their development lifecycle, and the team's testing experts are leveraged for load execution and analysis.

Time under test has reduced as nightly pre-scheduled test runs have proven to be robust and reliable. On numerous occasions in the past, the team found that prescheduled test runs hadn't commenced for various reasons. As these tend to happen at night, so as not to

affect performance, staff members were getting out of bed to check on and, when required, manually start the test runs.

Results

Deakin University has noted an increase in script reuse between projects and application releases. With the previous testing environment, script reuse was at 90 percent; this has now increased to 98 percent, which is a great productivity gain. Overall cost savings have been achieved according to Connor: “With the introduction of Silk Performer, we have reduced the costs of our performance testing environment by 50 percent.”

To create a full-service testing environment, Deakin University has recently added Silk Mobile™, Silk Test™ and Silk Central™. Silk Mobile will perform application testing needed across all mobile devices for supporting the university's student communities. Silk Test will be utilized in the regression suites to shorten regression runs, and Silk Central will form a central repository to provide visibility across teams.

Utilizing Silk Central will enable Deakin University to allocate manual tests to professional testers and business user groups for execution with minimal training time and improved visibility of real-time test status and progress.

Connor comments on the support from Micro Focus: “The service desk is incredibly efficient. Every request has been dealt with quickly and with great professionalism. With Micro Focus and Silk Performer, we are now ready to take our performance testing environment to the next level.”



Micro Focus

UK Headquarters

United Kingdom
+44 (0) 1635 565200

U.S. Headquarters

Rockville, Maryland
301 838 5000
877 772 4450

Additional contact information and office locations:

www.microfocus.com
www.borland.com