

JetBlue

JetBlue used Micro Focus® Application Lifecycle Management (ALM), Micro Focus Network Virtualization, Micro Focus Performance Center, and Micro Focus SiteScope to minimize hardware and maintenance costs, centralize performance testing, and improve application accessibility for test-team members.



Overview

JetBlue is an American, low-cost airline that carries more than 38 million customers a year to 101 cities in the US, Caribbean, and Latin America with an average of 1,000 daily flights. It is New York's Hometown Airline® and a leading carrier in Boston, Fort Lauderdale-Hollywood, Los Angeles (Long Beach), Orlando, and San Juan.

Challenge

JetBlue uses a range of applications to run its business, including applications that customers use to book flights and check in online; applications that crew members use to serve customers; administrative applications; and backend resources such as SAP, Oracle, Microsoft SQL, and MongoDB databases. JetBlue was using Micro Focus LoadRunner in a physical hardware environment for performance testing, but managing the test artifacts and physical hardware was a challenge. Additionally, JetBlue was concerned about the cost of buying new hardware to deploy additional loads.

The company aimed to minimize hardware and maintenance costs and effort, and to centralize all performance testing effort and activity. This would make performance testing more accessible to team members. JetBlue's senior performance engineer, Mohammed S.

Mahmud, and his performance testing team wanted to include performance feedback in a continuous integration process as part of a "shift left" journey to align performance testing with the DevOps model present elsewhere at JetBlue. To improve customer service, the team also aimed to monitor mobile applications in real-time.

Solution

To achieve its aims, Mahmud's team deployed a solution that included Micro Focus ALM, Network Virtualization, Performance Center, and SiteScope, which the team used to monitor the application under test (AUT). Network Virtualization enabled the team to implement a complete virtual environment based on the VMware platform. This environment allows the team to generate loads in the AUT both locally and globally.

Using the solution, Mahmud and his team beta-tested ALM with Performance Center 12.5 on behalf of Micro Focus and is currently conducting demonstration projects for Micro Focus Mobile Center and Micro Focus AppPulse Mobile. JetBlue also plans to implement Micro Focus Agile Manager and is working to integrate ALM for Jira with Micro Focus Quality Center using sync manager.



At a Glance

■ Industry

Hospitality and Travel

■ Location

United States

■ Challenge

Reduce hardware and maintenance costs and effort, and centralize performance testing to improve accessibility for test-team members.

■ Products and Services

Application Lifecycle Management
Network Virtualization
Performance Center
SiteScope

■ Results

- + Aligns the performance testing team with the JetBlue DevOps model
- + Centralizes performance testing resources for better accessibility
- + Reduces testing hardware and maintenance costs by 60 percent
- + Monitors mobile applications in real-time to deliver a premium customer experience

By implementing a complete virtualized ALM and Performance Center environment, JetBlue reduced hardware and maintenance costs. It also centralized testing resources for streamlined team-member access and supported the airline's growth plans.

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Results

JetBlue's Micro Focus solution allows the company to:

- Align its performance testing team with the JetBlue DevOps model by including performance feedback in a continuous integration process
 - Centralize performance testing resources for better accessibility by team members
 - Create scenarios and reusable monitoring profiles
 - Plan and execute performance tests across global projects
 - Deploy a complete virtualized environment to generate loads locally and globally
 - Monitor mobile applications in real-time to give customers the premium experience of highly available, responsive services (via the Mobile Center, AppPulse Mobile demonstration projects)
 - Design a testing platform that reflects actual user behavior (via the Performance Application Lifecycle functionality of Performance Center)
 - Reduce testing hardware and maintenance costs by 60 percent
 - Enable outsourcing to offshore vendors
- Deliver a large number of projects every month
 - Reduce the time it takes to generate reports on testing status (projects delivered, resource usage, and time) to upper management by 80 percent and support strategic corporate decision making (via Performance Center and Quality Center)
 - Support JetBlue's expansion, which entails an approximate 20 percent increase in daily flights in one year and a 10 percent increase in cities served

By implementing a complete virtualized ALM and Performance Center environment, JetBlue reduced hardware and maintenance costs. It also centralized testing resources for streamlined team-member access and supported the airline's growth plans. Now it is moving to enhance the customer experience through real-time mobile-application testing, including performance feedback in a continuous integration process. At the time of this writing, Mahmud expected to accomplish this by the end of 2016.

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<https://software.microfocus.com/en-us/solutions/performance-testing>