

Leading Local University

The learning curve: Understanding application performance and scalability



Overview

The university's IT service department uses strategic and innovative solutions to improve productivity in supporting student and staff community. It also manages enterprise applications that include the university's corporate website, Student Subject Registration and Learning Management System. The need to manage numerous applications makes it challenging and tedious for the team to do manual testing on new versions of applications. This challenge heightened with the increased capacity growth and expansion of the campus, resulting in increased user volume. Manual testing became an ineffective and inefficient way to manage, test, and validate the performance of new versions of applications and to ensure servers can manage expected user volumes.

“It is very useful for us to understand the consolidated server performance from a single Silk Performer interface, rather than having to manually capture server metrics from individual servers.”

SPOKESPERSON

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A spokesperson explained: “We needed an effective tool to carry out performance tests to ensure the system architecture is well designed, robust and scalable. Our enterprise business applications needed a seamless, easy-to-use, integrating testing tool to ensure performances are well met in view of a large user base. We researched and evaluated many commercial solutions and eventually chose Silk Performer as it had the capabilities to best fit our needs and requirements.”

Challenge

Micro Focus® Silk Performer™ was put to the test on some of the key applications within the university. The online Learning Management System is used by all students to access the course sites and download course materials, view video lecture recordings, attempt quizzes, submit assignment papers, contribute to blogs and wikis, and participate in discussion forums.

The student subject registration system enables them to sign up, add or change specific courses. Hence, it is pertinent that the system has to be available at all times.

In view of the dynamic and rapidly changing business needs, new versions of the applications are released within each year, and performance testing (more than 500 concurrent

At a Glance

■ Industry

Education

■ Location

Singapore

■ Challenge

The need to manage numerous applications makes it challenging and tedious for the team to do manual testing on new versions of applications.

■ Solution

Use Silk Performer as an automated testing solution for key applications.

■ Results

- + Fully automated performance testing
- + Simplified server performance metrics
- + Provided ease of testing on media and content streaming

“Using Silk Performer gives us the confidence to deploy applications that will meet users’ expectations under the Service Level Agreements. It is capable of performing complex testing and is integrated with our Software Development Life Cycle (SDLC) for application release and deployment management.”

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users) is an important and crucial part of the process to ensure user expectations are met.

An automated testing solution is the only way forward, as the spokesperson explained: “It is very useful for us to understand the consolidated server performance from a single Silk Performer interface, rather than having to manually capture server metrics from individual servers. In addition, we can now incorporate media and content streaming into our performance testing practices seamlessly. New media content is getting popular nowadays, and unless it is thoroughly tested before rollout, this content can affect the performance of the Learning Management System and associated network traffic.”

Results

Silk Performer is now an integral part of the university’s application testing practices. The spokesperson concludes: “Using Silk Performer gives us the confidence to deploy applications that will meet users’ expectations under the Service Level Agreements. It is capable of performing complex testing and has been integrated as part of our Software Development Life Cycle (SDLC) for application release and deployment management. All business applications are now required to undergo performance load or stress testing before deployment to the production environment. This ensures the system is robust and scalable to support the large user base.”



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