

Raiffeisen Bank

Using Micro Focus® Silk Performer™ to performance test business-critical applications

Overview

Raiffeisen Bank a.s. delivers a range of services to private and corporate clients in the Czech Republic and has won many local and international awards for service quality. In 2009, Raiffeisen Bank was awarded the title 'Most Dynamic Bank of the Year' for the third time in four years. In 2010, the bank won three Golden Crowns for direct banking SME accounts and SME loans.

Challenge

To maintain its competitive position within the market, Raiffeisen Bank wanted its 2,500 employees to use the best tools possible. The introduction of Oracle Siebel and EMC Documentum

solutions prompted the need for a performance-testing solution that would support the critical business processes within these applications.

Solution

Raiffeisen Bank explored the market for performance-testing solutions, as Alexandr Petrov, Head of IT cluster of Raiffeisenbank transformation program, explains: "We evaluated the three main performance-testing vendors and were looking for a tool to help us with the load, stress and endurance testing of our Siebel and Documentum applications. As our Siebel tool is integrated into our banking processes, we needed a testing solution to support the integration layer and include batch processes within its testing scope."

Ensuring reliability, performance and scalability of the applications is key as client response time must be guaranteed. In a first testing phase, Silk Performer was used mainly for application performance tuning, where it demonstrated excellent results in checking the application's responsiveness to user requests under peak level production loads, and identifying potential performance bottlenecks. In following test phases, the results were verified and overall acceptable applications' performance was proven.

"Using Silk Performer gives us visibility into the potential performance impact of future application changes—useful for advising the business when users request changes."

ALEXANDR PETROV

Head of IT cluster of Raiffeisenbank transformation program
Raiffeisen Bank



**Raiffeisen
BANK**

Banka inspirovaná klienty

At a Glance

■ Industry

Financial Services

■ Location

Czech Republic

■ Challenge

The organization needed a performance-testing solution that would support critical business processes within Oracle Siebel and EMC Documentum.

■ Solution

Use Silk Performer to check application responsiveness to user requests under peak-level production loads and identify potential performance bottlenecks.

■ Results

- + Improved application performance
- + Improved understanding of performance factors

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In addition to great functionality, Borland (now part of Micro Focus) offered the Silk Performer tool on a lease basis, which was very attractive to Raiffeisen Bank from a budget perspective.

Results

APPLICATION PERFORMANCE AND RELIABILITY IMPROVEMENTS

Siebel is integrated into banking processes and therefore needs to be available 24/7. Batch processes need to finish within the expected time to avoid negatively impacting customer service. This meant the entire architecture needed to be reviewed and the integration layer had to be

supported in the performance-testing process. Silk Performer ticked the boxes for all requirements and came out on top.

Petrov was pleased with the results: “Using Silk Performer gives us visibility into the potential performance impact of future application changes—useful for advising the business when users request changes. We can also ensure that our technical infrastructure can process the expected production load because we can simulate this in test situations. Finally, we have noticed a significant performance improvement for the Siebel and Documentum applications.”



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