

Telefónica O2 Business Solutions

Load and stress testing to identify capacity issues associated with high volume of users

Overview

Telefónica O2 Business Solutions operates with the aim of interconnecting experience, innovation, professionalism and complex services in Information and Communication Technology into one comprehensive solution. Telefónica Business Solutions is more than just a telecommunications company or an IT company. It supplies personalized ICT solutions and often takes on full responsibility for ICT operations and development of its customers.

Challenge

Telefónica O2 deals with major customers around the world and manages the IT infrastructure for

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Monitoring and Testing Manager
Telefónica O2 Business Solutions

many of them. In order to deliver a quality product, load and stress testing is an essential part of the process. Jiří Červený, Monitoring and Testing Manager, says, “We are frequently asked to check an application because ‘it is running slow,’ and the root cause is often the number of users. If we can ensure that applications, both our own and our customers’, are load tested before going into a live environment, we will know exactly what an application is capable of coping with. The open source tools we used could only get us part of the way there, and when users started to exceed 500...the tools could not give us the diagnostics we needed to make informed decisions and recommendations to our customers.”

In addition, the need to highlight problems when the proposed solution comprises components provided by subcontractors made a commercial solution a must. This would give Telefónica O2 the consolidated data and transparent view it needed in order to identify bugs and issues.

Solution

One of the key requirements Telefónica O2 identified when it started looking into this is that the solution would be used both internally, for its own applications, and to load and stress test customers’ applications. This posed a licensing challenge with a number of the solutions considered, including HP LoadRunner. Červený says, “To be able to test third-party applications is very important for us so that we can offer to run load and stress tests on our customers’ applications.



At a Glance

■ Industry

Computer Services

■ Location

Czech Republic

■ Challenge

The organization needed to replace its open source testing tools with something that could give it the diagnostics needed to make informed decisions and recommendations.

■ Solution

Use Silk Performer for both standard load testing and browser-driven load testing.

■ Results

- + Increased the number of virtual users in load and stress tests from hundreds to thousands
- + Increased customer satisfaction by delivering higher-quality products
- + Offered load and stress testing as a service to customers

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Fortunately, Micro Focus® Silk Performer™ licensing model allows us to do this, which swayed us heavily in its favor.”

A proof of concept highlighted another major benefit. Silk Performer offers both standard testing and browser-driven testing. Both features were put through their paces during the trial. With the standard testing, the test engineer sends requests and receives responses back from the system. With the browser-driven testing, the engineer simply clicks on a relevant icon on the website and the test is run. This way, the AJAX logic built into Web browsers can be leveraged to precisely simulate complex AJAX behavior during testing. The results reflect a real-world end user browser experience, including rendering time and protocol-level statistics. Červený comments on this particular feature, “I believe the browser-driven testing capability is a real key differentiator for Silk Performer. It is certainly helping us in our day-to-day dealings with our customers and their solutions.”

Results

The load and stress testing done at Telefónica O2 has had a positive impact on the quality of the solutions it delivers to its customers. The tests isolate issues and bugs so that they can be fixed without impacting reliability, performance and scalability. Although Červený is somewhat

removed from the end users, he can talk about how his Spanish colleagues have responded when he showed them Silk Performer’s capabilities: “They were really impressed when I showed them the live testing and appreciated the clear and transparent picture it gave us.”

On the customer side, load and stress testing is valued too. Červený shares a scenario where the solution proved extremely helpful: “When testing a complex solution built on the Remedy platform, Silk Performer has helped us to detect errors on the subcontractors’ side and to avoid potential problems in putting the system into live operation, enabling us to significantly reduce costs and deliver a better-quality product to our customer.”

Having worked with Silk Performer, the benefits of load and stress testing are certainly clear to Telefónica O2 and Červený would like to see it become a part of the default process for each solution it delivers.

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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