

Micro Focus and Whitlock step up to support one of the country's largest non-profit organizations during US hurricane crisis

Human Interest Story

DevOps

At a glance

Industry:

Humanitarian

Partner:

Whitlock IS

Location:

United States

Context:

Ensuring hurricane victims receive financial aid in their time of need

Our Response:

Micro Focus LoadRunner Cloud

Impact:

- 477,000+ requests for help were processed
- Revamped website was live within days
- Great partnership between all parties

Focus Area:

DevOps



Whitlock is a Mid-Atlantic based software reseller and IT services company that provides software, support, training, and consulting services around the full ITOM/Hybrid IT stack, Security and ADM/devops pillars. The company remains an exclusive HP/HPE/Micro Focus partner and has been for over 28 years. They were our 2017 Global Partner of the Year and is a trusted MF product team advisor and partner in development and refinement of our products with heavy emphasis on the Hybrid IT stack.

Introduction

When hurricanes Harvey and Irma hit the US, the ensuing devastation left millions of victims in need of financial help. People were left homeless; without power or basic necessities.

Delivering aid to hurricane victims was only part of the challenge the non-profit organization faced. Whitlock IS and Micro Focus played a vital role in supporting the non-profit organization in its time of need.

Devastating storms bring a flood of donations

When hurricanes Harvey and Irma hit the US in 2017 the ensuing devastation left millions of victims in need of financial help. Many people were left homeless, without power or basic necessities, and in need of help. Over the following weeks, the non-profit organization sheltered thousands of people, sent emergency response vehicles into neighbourhoods to deliver meals, snacks and relief items, and had volunteers provide emotional and spiritual support in addition to health services.

An appeal by the non-profit organization garnered millions in donations, but the volume of requests for financial relief threatened to overload its website. Because of the number of people impacted, the non-profit organization was concerned that its website couldn't





handle the influx of aid requests and might suffer performance problems. The money was there, but victims could get frustrated by delays and glitches in processing their requests.

The non-profit organization did not have the internal expertise to diagnose and solve the problem, but it knew who to turn to. Whitlock IS had initially partnered with the non-profit organization in 2012 to solve a firewall problem with one of the organization's business-critical applications, with a long-standing partnership as the result. Whitlock is a Micro Focus Platinum Partner, and when Co-founder and President Jeff Jamieson received a call from the non-profit organization VP of IT, his thoughts immediately went to Micro Focus: "He left a dire message, and I could tell by the tone of his voice that this was a serious situation. When he ended the call with the statement 'your country needs you', I knew we had to step up."



Micro Focus takes care of its partners and the programs are structured to make us all successful. Stepping up as a team to support the non-profit organization in a time of crisis shows the essence of our true partnership: mutual respect, trust, and co-operation.

Matt Bullock, VP Sales and Marketing, Whitlock IS

First things first— resolve the crisis

The first thing Jamieson did was call his primary partner manager at Micro Focus. “I told them we were in crisis mode with a customer and that we needed to team up and quickly solve the problem. The reaction was immediate and fantastic. They said: “Tell us what you want, and we’ll make sure to get it done.”

An emergency conversation took place between the three parties to assess the needs and scope of the issue, including the necessary tools and team members. It was determined there could be a serious load issue, and everyone sprang into action. “We needed something that was quick and easy to stand up, as well as having the scalability for the type of traffic that the customer was experiencing, so we created an environment for Micro Focus LoadRunner Cloud—our SaaS-based load testing solution,” said Cyrus Manouchehrian, SaaS Practice Manager, Presales at Micro Focus.



The Micro Focus LoadRunner Cloud-based service scales up to one million concurrent virtual users. Its ease of use meant that load tests can be created in as little as 10 minutes. Within hours, the initial testing and scripting process started, and within two days the Micro Focus LoadRunner Cloud test environment was up and running, with 400,000 virtual user hours deployed free of charge. Micro Focus also provided the services of its top scripters free of charge, ensuring that all donations would go to the hurricane victims. Tests featured over 10 million registrations and peaked at 700 registrations a second with a high of 40,000 concurrent users. “It became a labor of love for all parties involved,” said Manouchehrian.

Good to go— donations accepted and delivered

The newly-engineered website passed with flying colors. Within just a few days, Whitlock told everyone concerned that it was good to go. Thanks to the efforts of Whitlock IS and Micro Focus, the organization could process more than 477,000 requests for aid.

The organization is committed to being a part of the long-term recovery effort in Texas. Because of the incredible generosity of donors through the re-engineered site, it plans to commit an additional \$182 million in donated dollars to support Hurricane Harvey long-term recovery efforts. These funds will be used to provide financial assistance to households that need extra help and grants for community-based recovery services.



"The teamwork with Micro Focus was fantastic from start to finish. I had high expectations, and they were exceeded. The understanding of the urgency was fantastic," says Matt Bullock, VP Sales and Marketing of Whitlock. "The organization told us that we could 'put our Clark Kent disguises back on because our work as Superman was complete, and the American people thanked us for it'."

Underlining the value of Whitlock's partnership with Micro Focus, Jamieson says: "This situation reinforced why we partner exclusively with Micro Focus. As a small business owner, you might say putting all your eggs in one basket is not a smart strategy, but we've run our business as an exclusive Micro Focus partner for nearly 15 years, and it just works. Micro Focus takes care of its partners and the programs are structured to make us all successful. Stepping up as a team to support the customer in a time of crisis shows the essence of our true partnership: mutual respect, trust, and co-operation."

"Put your Clark Kent disguises back on because your work as Superman is complete, and the American people thank you."

Mac Bullock, VP Sales & Marketing

A spokesperson of the non-profit organization concludes: "We are proud of the fact that we were able to authorize payments of \$400 to 477,000 households who needed it. That's \$190 million in direct financial assistance. This program enabled us to help households that were severely impacted by Harvey and who needed to take care of emergency needs right away. While the initial demand challenged our IT infrastructure and caused us to temporarily suspend service, with Whitlock and Micro Focus's support we were ultimately able to deliver a large amount of financial assistance far faster than in previous major disasters."

