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Quality Assurance

Test plan optimizes performance of Web-based order processing system

Client

A Fortune 100 wireline communications provider.

Challenge

The client's proprietary Web-interfaced system was used for order requests, order processing and report processing.

This client hired a technology consultant from a large consulting company to develop a performance load testing strategy and to develop test plans for the system. However, when the engagement ended abruptly, there was neither a documented scope of work nor any level of knowledge transfer to the client team. As a result, performance testing on the system remained incomplete and the status of work performed to-date was unknown.

An internal customer group's interest in the system's performance and reporting capabilities was the catalyst to determine the status of the testing strategy and to complete the remaining components.

Solution

MDI Group was brought on to study the system and work with business and development teams to determine performance targets, gather work that was completed by the prior consultant, assess the existing status including test plan and script coverage and completeness, and to review the Mercury LoadRunner configuration. MDI Group proceeded to perform a gap analysis and create a plan to complete all remaining components in order to achieve and execute a comprehensive performance test plan for the system.

Results

Working with the client's internal development team, MDI Group completed the Mercury LoadRunner product configuration, devised and created necessary scripts in line with performance targets, executed and refined the scripts and resolved all outstanding issues working iteratively with the development team.

MDI Group documented the scope of work, delivered a final test report and optimized the system to meet the client's specific performance needs.

The client benefited from an accurate and effective performance test plan with minimal impact on their current activities. MDI Group also executed a complete knowledge transfer to ensure the client was able to maintain the scripts independently.

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1-888-416-7949

Client

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Scope

Develop Mercury LoadRunner performance test plan and scripts for client's order-processing system

Consulting Staff

Senior Quality Assurance Performance Engineer

Project Timeframe

Three weeks