

Web Based Load Testing and Application Performance Tuning Ensure Customer Satisfaction for Leading Wealth Reporting Software and Services Provider

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Background

The leading provider of Web-based Wealth Management data aggregation and Wealth Reporting services had achieved rapid business growth and dominant market share in the Independent Broker Dealer and Registered Investment Advisor space. Continued business growth would require expansion into the National Full Service / Regional Brokerage market.

Significant strategic application development effort, within tight time and cost constraints, was needed to provide the additional features and functionality required. However, the new functionality would bring increased computer resources usage and application performance concerns.

Business Challenge

In spite of tight development schedules, the performance and resource usage of the client's web-based application were of critical importance. Strict customer Service Level Agreement and response time commitments must be met.

Objectives

Response times for all web-based reports and screens would be no worse than current levels and all SLA's would be met.

All batch processing must continue to meet processing time deadlines and complete within assigned processing time windows.

Solution

IGI provided subject matter experts with in-depth experience in Wealth Management/Wealth Reporting and technical expertise in web-based load testing and application performance and Oracle database tuning.

A performance testing work plan was developed to cover each set of new functionality individually and for the application overall

Load testing tool test scripts were created for all performance critical web-based application screens and reports. Test cases were created and test data sets selected to drive the load testing.

Load tests were run at multiple load levels for each major set of new functionality. Web and database server performance was monitored and application performance and response times were measured by report/module. Suspect poor performers were identified and application code was traced in detail.

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Key overnight and periodic batch processing was measured before and after the new functionality was introduced and areas of poor performance were identified.

Working together with the client/IGI development team and the client DBA group, the problem application SQL and PL/SQL were tuned. The physical database was optimized using additional indexes and the overall interaction of the database, operating system environments and the network were reviewed to ensure optimized resource usage and minimized response times.

Business Benefits

Client customers' satisfaction with the new application functionality was improved by avoiding any performance issues with the new releases of the application.

Capacity and performance issues and the need for any unplanned, risky last minute hardware upgrades were avoided.

An improved foundation of tools, process, test scripts and test data was created for ongoing in-depth performance monitoring and tuning.

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