

# Case study – Retail



## Performance Engineering

Applications re-platforming performance and architecture

### Business Objective & Challenge

- RxConnect – “next generation” pharmacy system to replace legacy application is a highly complex system consisting of multiple technologies and infrastructure components (2.6M lines of code; 25,000 function points).
- Two PT environments are being leveraged to accelerate performance testing. Additional complexities and risks are also being identified (e.g., system stability, level of code completeness) while executing performance testing. Concerns raised over the viability of aggressive PT timeframe.
- The company looking to reduce risk and ensure that the new solution will scale and perform for pilot and planned rollout to chain in 2009/2010.

### Collaborative Solution

- In an effort to reduce risk and ensure a higher level of performance testing process, Collaborative was initially engaged to assess the PT plan, process, organization, roles and tools to identify and recommend areas where tactical changes can be applied to improve the overall PT process.
- Following the assessment phase, Collaborative was engaged to manage and execute the large-scale performance testing. Current team includes a blend of resources from Collaborative, this company’s off-shore development partner based in India (TCS), and various on-shore support staff. Also working with key tech vendors (Oracle, IBM, EMC, etc).
- With aggressive program timelines, the team is running multiple shifts in a 5x24 mode.
- Focus has been on the entire testing process, from design review, test execution, results review and analysis, and troubleshooting.
- Collaborative technical architects are also working with the infrastructure team and the off-shore application development team to provide recommendations and resolve performance problems with the application and in the environment.

### Results

- Collaborative has improved the ability to execute performance tests and to increase the number of meaningful tests. By streamlining the testing process, Collaborative has been able to execute more tests for each shift during a 24 hour period.
- By improving the test preparation process and test review process, we were able to reduce the number of retests due to improper configurations and settings.
- Feedback provided to the test design process has enabled the test execution team to combine test cases into one test case. This also allowed the team to be more efficient with test execution.
- Visibility into the performance of the application and infrastructure has been vastly increased by improving the monitoring process and increasing the number and type of metrics being collected across all the tiers and components.
- The client is better positioned to manage their risk and complexity with RxConnect.