

# Business Case



Helen di Lallo

## Global Application Performance

A global consumer goods company implemented a strategy to centralise data centers and globalise core applications. These actions put stress on the network and data centre infrastructure. IS Project Managers were under pressure to deliver applications that were performant at a global level. Itecor was selected to implement and run a Performance Testing team in 2003. Today, this team is still in place and running over 50 worldwide test campaigns a year with 1000s of users and measuring response times globally.

**Helen di Lallo**, Director  
Enterprise Testing Practice Leader

### The client

- Global consumer goods
- Centralisation strategy
- Wants IS applications that perform across the globe
- Engages Itecor to implement and run application performance testing team

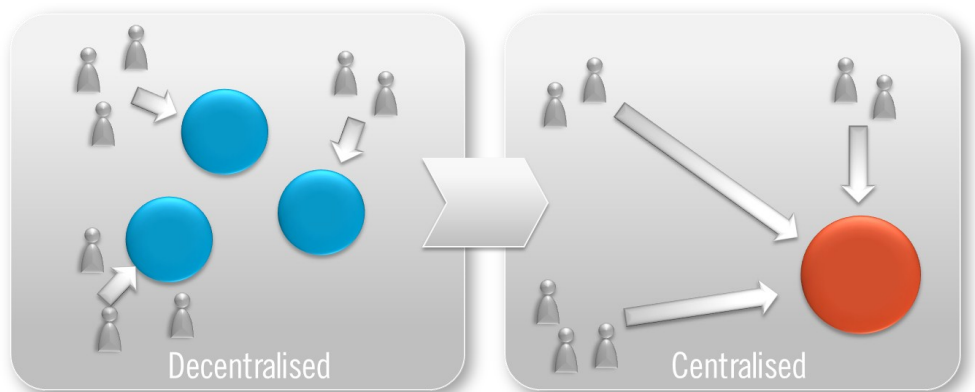
### Key success factors

- Strong internal support from client
- ITIL culture
- Itecor technical competencies and performance test network
- Itecor's specialised SAP testing knowledge

### Move to a centralised organisation

The client is a leading global consumer goods company headquartered in Switzerland. Their IS

owners to deliver solutions that were not only designed for functionality, but also optimised for performance and availability. The result was an increase in traffic on the network and data centre



strategy focused on centralisation and globalisation of all corporate applications. Additionally essential back-office services were consolidated in different offshore and nearshore countries. This put enormous responsibility on the IS application

infrastructure as well as a pressure to deliver acceptable response times. Several key markets such as Asia began to complain about performance of key systems.

## Implementing a global performance testing service

The client engaged Itecor to implement a centralised performance testing team. Notably, the first customers were the large ERP (SAP) projects. HP's (then Mercury's) LoadRunner software was selected and later on the team was extended to include an offshore component.

The testing software was upgraded to HP Performance Center to facilitate multiple tests in parallel and better management of test assets and results.

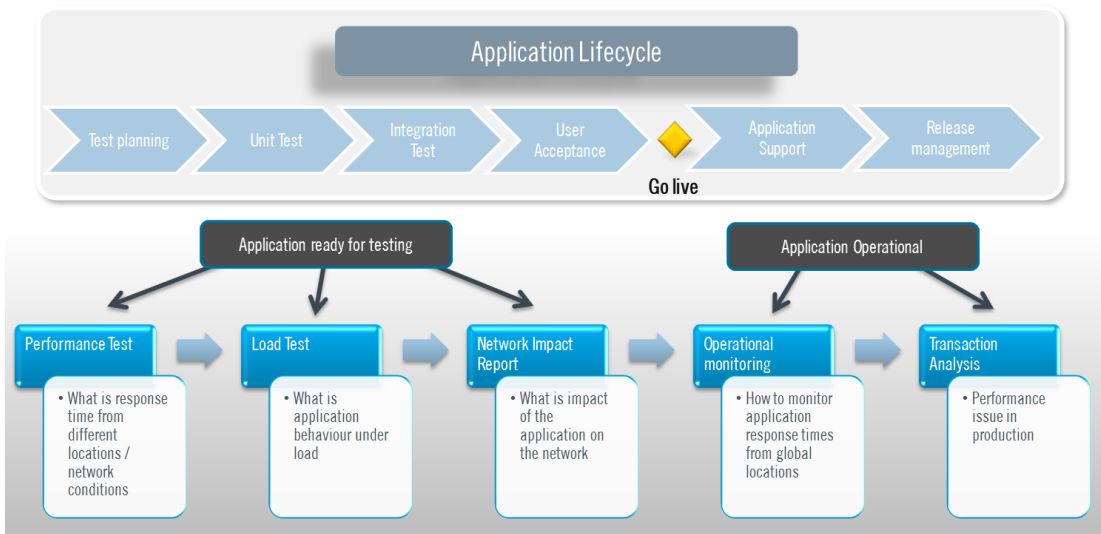
The testing infrastructure was gradually expanded to allow response time measurements in over 50 countries including manufacturing plants and corporate offices. As the number of global application users around the

## Key Success Factors

Every partnership requires strengths in both parties for success. On the client side, strong organisation, management support and a service management culture were essential. It helped that the service itself was seen as incredibly useful. As more and more IS application owners used the service they saw the value of finding and resolving issues before go-live as well as having the hard data to support their SLAs.

Itecor brought well trained, technical consultants who were experts in HP software and performance testing. Itecor remains a long term partner both of the client and HP. When the team were faced with issues, they had the support of other Itecor teams running similar services at other companies.

## Testing in the Application Lifecycle



globe increased the number of icenses were increased to be able to run tests with 1000s of virtual users. The Service was developed to adapt to Sharepoint, SAP, Citrix, multimedia and Web 2.0. Efficiency of the team improved to the point where they are running over 50 test campaigns a year.

## Benefits

Today the client is able to systematically test new releases, applications or changes in infrastructure. They can evaluate global response times and system behaviour under predicted production loads. Today's challenges are to extend services to adapt to mobile applications and cloud-based solutions.



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Itecor Geneva  
Rue de Berne 9  
1201 Geneva / Suisse  
Tél. +41 (0) 22 715 04 10  
info.geneva@itecor.com

Itecor Paris  
Rue Tronchet 11  
75008 Paris / France  
Tél. +33 (1) 42 68 87 70  
info.paris@itecor.com

Itecor Vevey  
Avenue Paul Cérésolle 24  
Case postale 568  
1800 Vevey 1 / Suisse  
Tél. +41 (0) 21 923 07 07  
info.vevey@itecor.com

Itecor Zürich  
Stampfenbachstrasse 48  
Postfach  
8021 Zürich / Suisse  
Tél. +41 (0) 44 201 44 20  
info.zurich@itecor.com