



SQS PractiQ – Performance Testing as a Managed Service

Cologne, March 2009

Agenda



- System performance is a critical factor
- Performance testing made more efficient
- Performance testing as a managed service: Our solution in detail
- SQS Group



System performance is a critical factor

With system performance becoming ever more important, performance testing is essential to protect your business



Business headlines

“London Stock Exchange crippled by system outage”

Seven-hour outage creates City chaos

– *Financial Times*

“Amazon suffers 2 hour U.S. outage”

Revenue loss of \$16,000 per minute, \$1.9 Million

– *New York Times*

“eBay Outage Leaves Users Out of Luck!”

Outage cost eBay millions of dollars, stock down 25%

– *Wall Street Journal*

Technology headlines

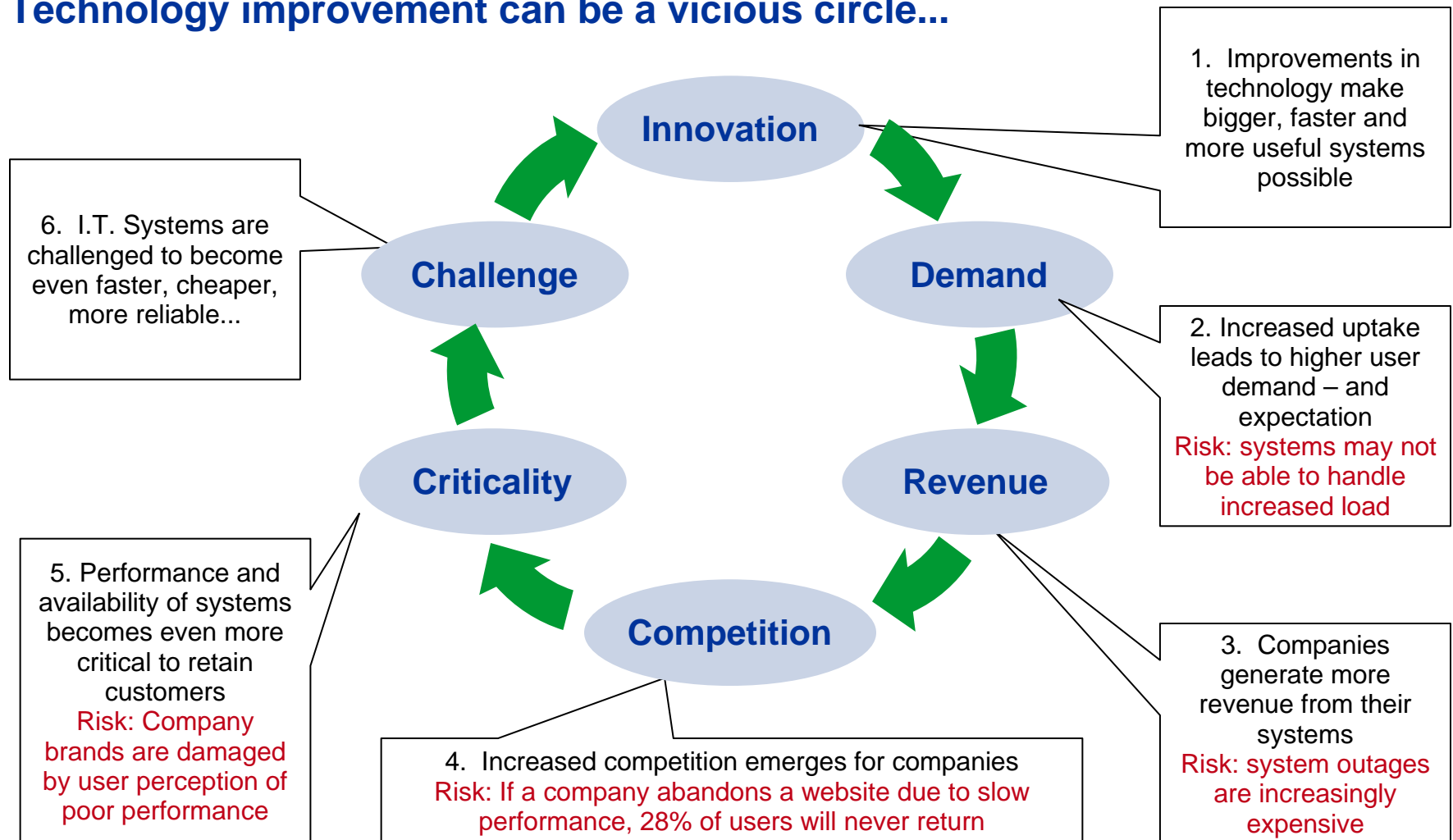
- “The increasing importance of performance testing ... should be one of your extreme priorities“ – *Technology Republic*
- “The risk of ... infrastructure failures is growing with the rise of electronic trading and straight-through processing” – *UK Financial Services Authority*
- 70 per cent of UK marketing executives say that it would be a serious problem or a complete disaster if their organisation experienced website downtime – *Zeus Technology survey, Jan 2009*
 - 53 per cent say if their website went down for one day, they would lose more than £10,000
 - But 46 per cent are unsure whether they have a system in place to manage peaks of online traffic

System performance is a critical factor

New challenges to system performance arise constantly

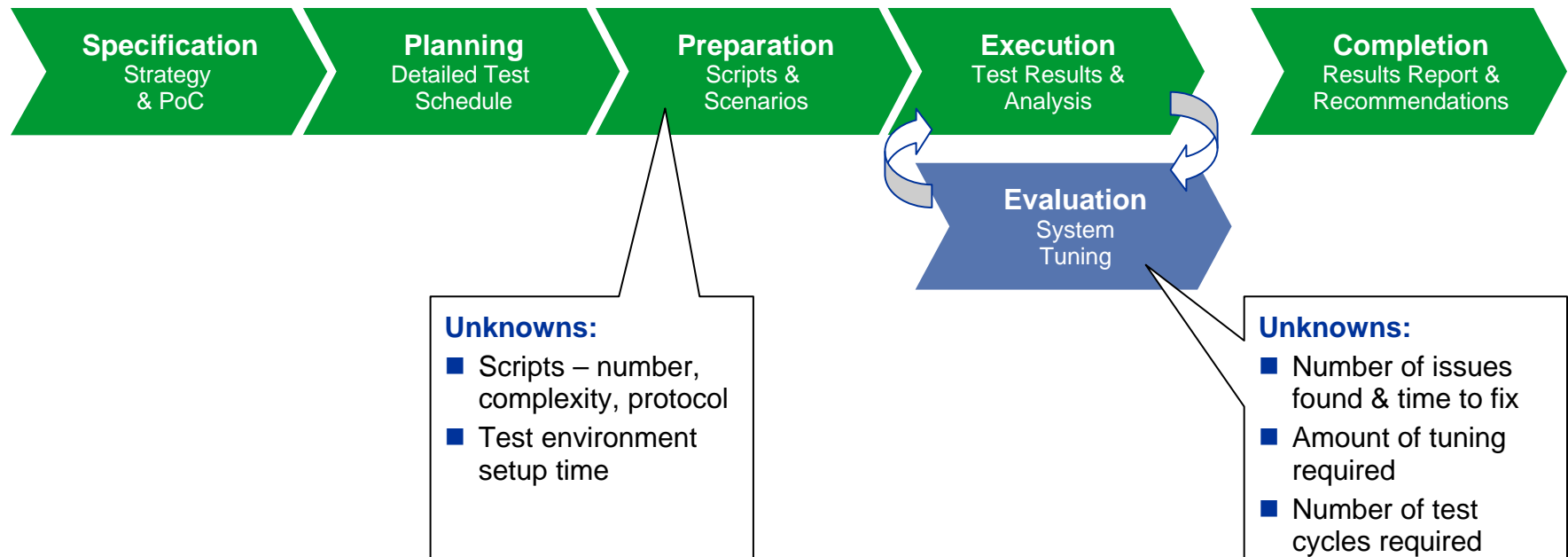


Technology improvement can be a vicious circle...



Performance Testing cost can be difficult to estimate due to the large number of unknowns:

- Companies require to control the cost & duration of testing
 - To meet urgent deadlines – must know when testing will be completed
 - To agree budgets & schedules in advance



SQS Managed Service can reduce the cost in two ways:

- Cost-effective on/offshore managed service
- By improving the testing structures & processes to find efficiencies



There are different models for our Performance Test Managed Service Offerings



The following models can all be run as onshore or on/offshore split resourcing:

Fixed Resource

- Agreed number of resources
- Long-term commitment
- Control over resource rotation possible

Core/Flex Team

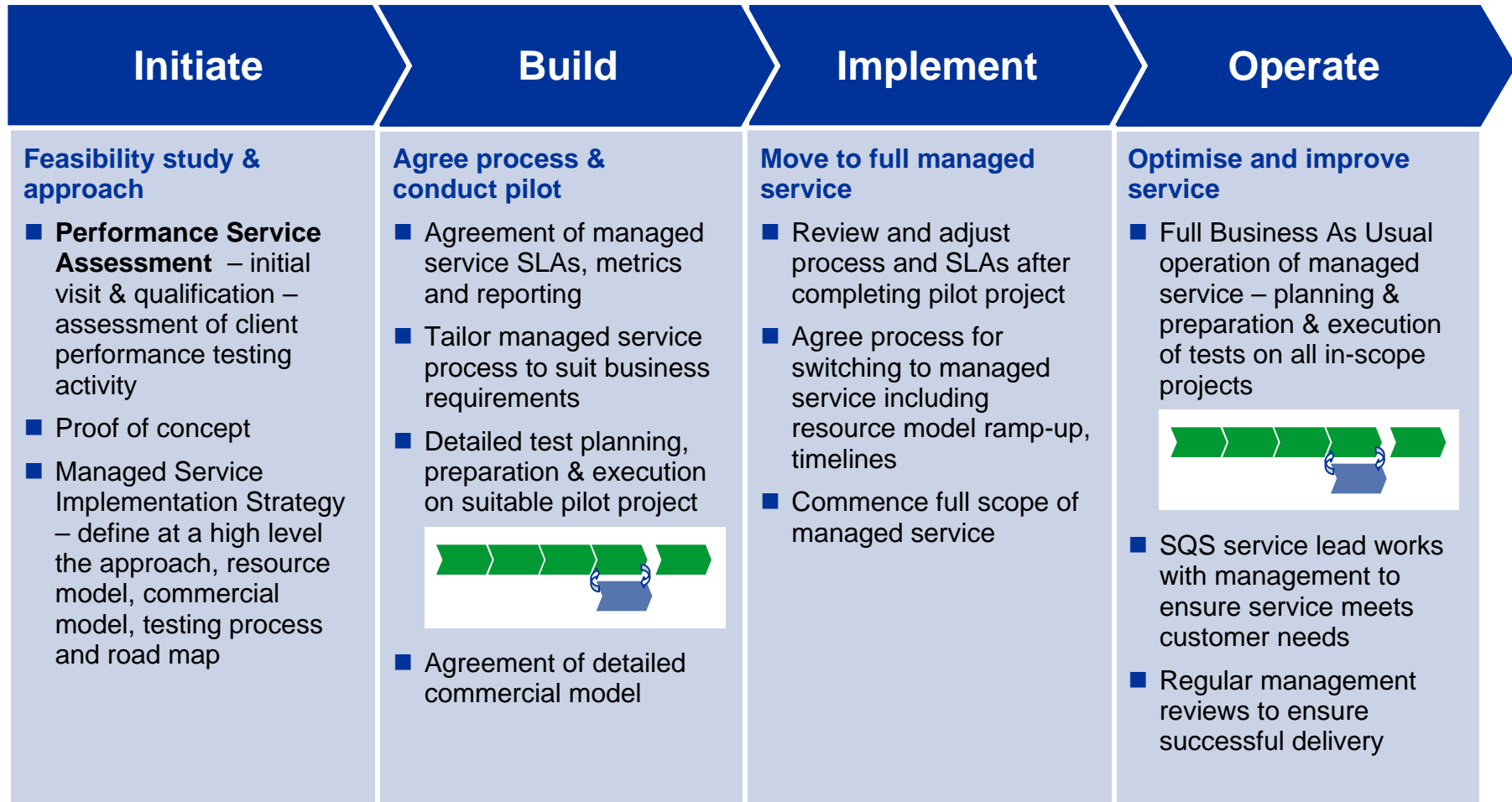
- Fixed “core” team – long-term
- “Flex” team – short term, easy to ramp up/down
- Resource-based

Hosted Service

- Testing fully outsourced to SQS
- SQS defines numbers & locations of team – SLA/result-based
- SQS can provide tool and execute tests remotely
- Fixed price or on-demand service

Our Performance Testing Managed Service covers four phases

Phases of the Performance Testing Managed Service



SQS has vast know-how bundled in its Performance testing solution



Expertise – Largest pool of performance testers in Europe

- 500+ projects delivered successfully
- More LoadRunner certified experts than any other company

Scalability – Performance Testing Innovation Group > 200 members

- Ability to mobilise an expert team at very short notice

Methodology – SQS sets and teaches the standards

- SQM – Software Quality Methodology – Best Practice Approach
- Training provider for all HP Software tools including LoadRunner
- Unique training courses on performance testing process

Innovative solutions – Resource and technology innovation

- Onshore, Offshore, Hosted on-demand, Price per process
- Developing & extending tools and harnesses
- Meeting the toughest challenges – difficult technologies, unusual projects







Full Software Quality Services – SQS is not limited to performance testing

- SQS is able to provide solutions in the full range of related quality services
- Examples of related services: Security testing, Agile, Business Service Management

Performance Test Managed Service Capabilities

SQS is able to:

- Supply skilled resources with proven performance testing delivery success
- Utilise our offshore centres in India, South Africa and Egypt
- Flex resource levels quickly on demand
- Use our unique methodology (SQM) and unparalleled industry experience

	South Africa	Egypt	India
			
Language			
Customer situation	International customers	National customers (Germany, Austria, Switzerland)	International customers, US customers

SQS Performance Testing offers you a large number of benefits



Summary of Benefits

- Resource costs are reduced due to long term commitment and blended rates
- SQS invests in the project:
 - Guarantees skilled resources – takes on cost of training & up-skilling
 - Guarantees flexibility of resources – can match peaks & troughs of demand
- Resource efficiency
 - Managed service allows resources to be reassigned or even stood down without additional cost
 - Cost of high average downtime (up to 25%) on performance test projects can be reduced
- Process efficiency
 - Improved quality of performance testing
 - Reduced cost of fixing production performance issues
- Tool efficiency
 - Central use of tools – possibility of centralised licence

The project success for a large food & beverage manufacturer clearly shows the benefits from our approach



SQS Client – Ongoing performance testing

- Office in each major country in Europe
- Stock control application – UNIX green screen and thick client
- New hardware purchases – want to minimise spending

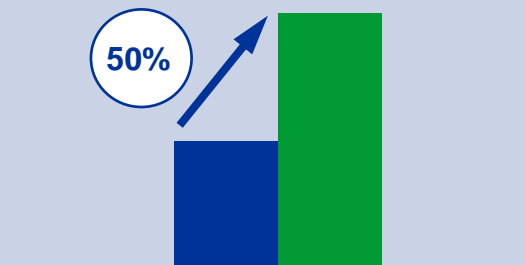
SQS Service Model

- SQS team test releases on demand
- Service is model across projects within company IT division
- Ability to define capacity hardware requirements

SQS Service Delivery Success

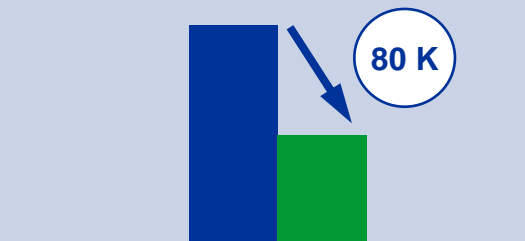
- Project rolled out on time/ budget – successful go-live
- Increased application performance by 50%
- Reduced project hardware spend by £80,000

Application Performance



Increased application performance by 50%

Client Costs



Reduced project H/W cost by £80,000

Increased application performance at less cost

» *SQS and its consultants have responded to urgent requests when project timelines have shortened and helped ensure [the customer] continues to deliver live patches/ maintenance releases and improvements to the stability of the application* «

Service Performance Manager

Objective

- Manage and execute all performance testing for business banking-related projects

Challenge

- Application makes payments transfers worth billions each month
- High degree of change in application together with growth in business

Solution

- SQS planning, preparation & execution of performance tests for major & minor software releases and capacity planning

Benefits

- The performance testing of SQS continues to deliver a high standard that provides the business with guidance and confidence on the stability of the service.
- Performance modelling and analysis of production systems ensures that SQS replicates an accurate customer usage profile for all performance tests

Performance Testing as part of a full Testing Managed Service



» *SQS is one of the few groups that truly understand the quality assurance process and can implement with the enthusiasm and passion required*



Director of Technology Solutions

Objective

- Ensure the continued performance of all the bank's systems in a changing environment with regular upgrades alongside new software development

Challenge

- Mission-critical systems – essential to business operation
- Strict performance requirements – high customer expectations

Solution

- Performance Testing within an agile test process – executing tests on each release of software
- Creation of reusable Performance Test packs and standard execution & reporting framework

Benefits

- Quality of software increased and production issues decreased
- Major improvements in performance across releases of money manager software
- Ongoing Performance Regression Testing against each new release of systems

High quality onshore/offshore performance testing



» SQS's effort to increase test coverage has increased confidence in the build release... Keep up the good work and good communication.



Technical Testing
Services Manager

Objective

- Provide a full onshore/offshore testing capability to drive down costs and maximise efficiency

Challenge

- Provision of experienced Performance Testers, skilled in the testing of web applications developed using .NET, AJAX and SOAP technologies
- Contain costs and provide a flexible pool of experts ready for rapid deployment within a fluid delivery schedule

Solution

- SQS established a flexible team comprising Performance Testers from SQS-UK and SQS-SA
- SQS-SA resources delivered remote testing from Durban, SA

Benefits

- A flexible offshore resourcing model cut the cost of test scripting and execution
- Confidence in the testing was increased through a dramatic increase in test coverage
- SQS communication was identified as a key contributor to the success of testing

SQS was able to achieve sufficient performance during a roll-out of various SAP-Modules with repetitive load testing

Objective

- Measure system behaviour under load during rollout of SAP®-Modules CRM, HR, SD, CO, FI

Challenge

- Estimate user load to create realistic load models
- Find a Cost-Optimized Solution for In-House-Testing
- Test a centralized Application from various locations (In-House, Extranet, UMTS)

Solution

- SQS load testing experts created scenarios to measure response times for various business processes and helped in improving the performance through repetitive testing.

Benefits

- All modules could go live as planned
- Prevention of acceptance problems with the new process because of insufficient performance

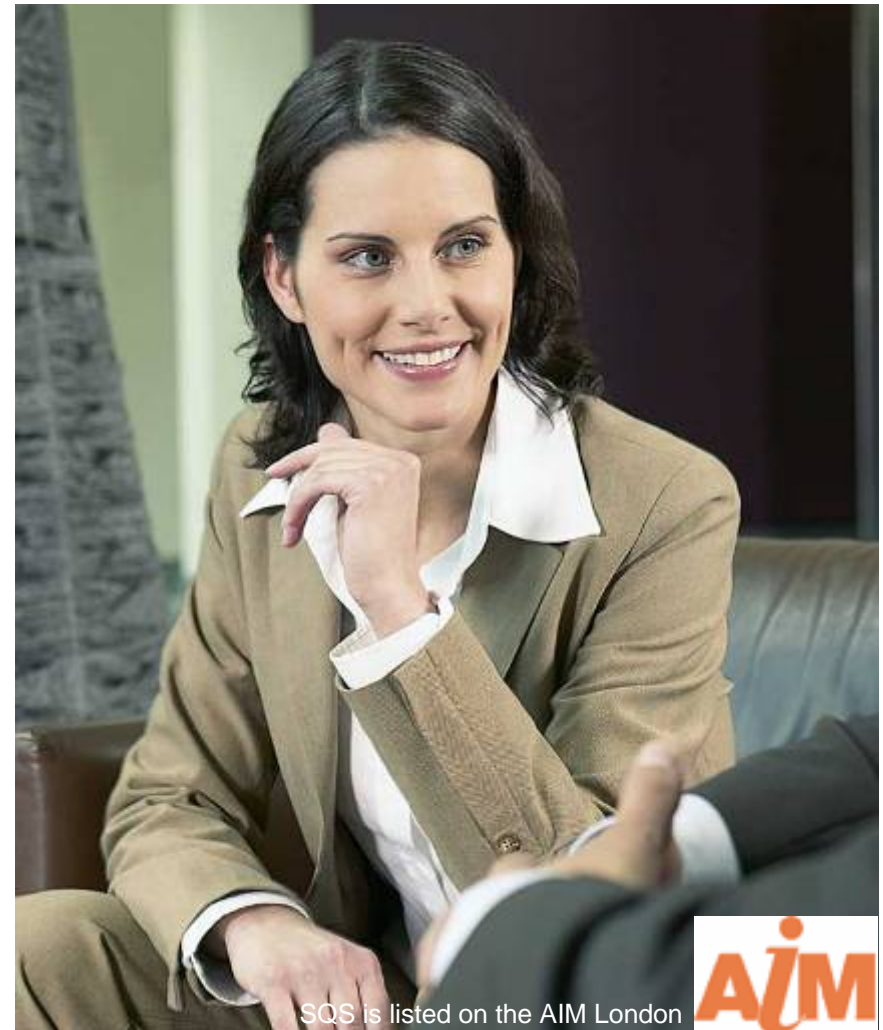
At a glance: SQS is the global leader in independent software testing and quality management services.



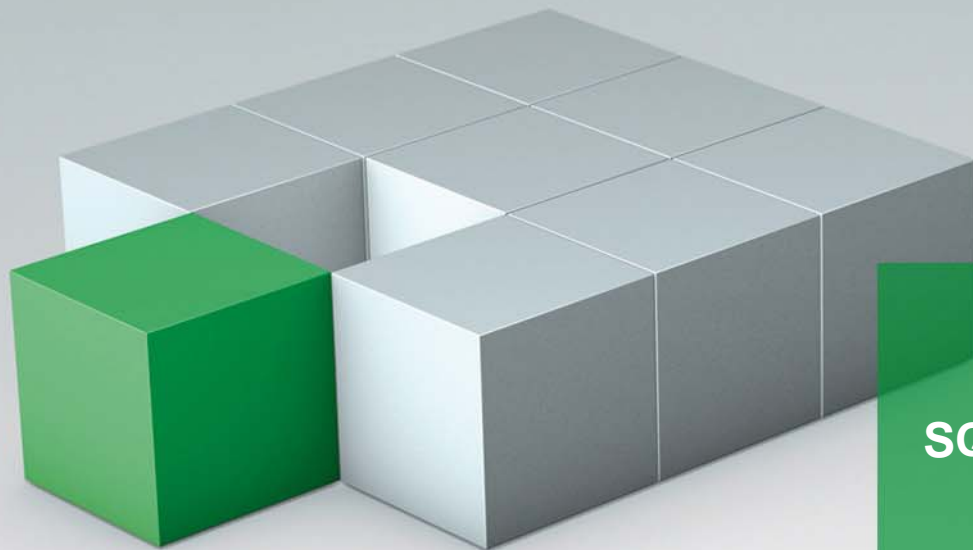
» *The global leader in independent software testing and quality management services - majority of its business in Europe* «

Financial Times, 21 August 2007

- More than 27 years of prosperous operations
- Over 5,000 successfully completed projects
- The customer base includes 36 FTSE-100 companies, half of the DAX 30 companies and nearly a third of the STOXX-50 companies
- The SQS philosophy is to **make IT projects successful.**



Quality Services and
Testing Solutions at Work



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Thank you for your attention!