

Case Study **Performance Testing for A Leading Insurance Solutions Provider**



Customer Location

Jeddah, KSA

Industry

Insurance

Client Overview

Our Client offer a wide array of cooperative insurance based services and solution.

Platforms

*MOSS 2007
Microsoft Dynamic CRM
BizTalk
SQL Server*

Solution

Performance Testing

Tools Used

*Performance Monitors
SQL Server Profiler
DMVs tools*

Challenges

Our Client has a multiple connected software component to manages the data for Motor Insurance policy. Client have a several agents all over the country which submit information and data to client SQL Server in different time packets, sudden surge in data submission increased load on Servers which result in slow response and drastically reduce overall performance.

Client want to improve its software component performance and identify the bottleneck in the system. For this they want a vendor who have an expertise and experience in executing projects like performance testing in application such as MOSS 2007, Microsoft Dynamic CRM, BizTalk and SQL Server.

Octaware Role

Octaware has extensive experience in carrying out load/stress/bottleneck performance analysis of SQL Database based applications like MOSS & CRM and other portal deployment, Customization & Integration with different applications through BizTalk and has perfected its quality assurance and project management.

Octaware took up the challenge involving

- Understand current challenges and define process goals.
- Design Test Plan, Test Case and detailed Test Scripts.
- Integration of a formal QA process into client processes.
- Review the scope and accuracy of queries.
- Maintain defect statistics/ Perform defect analysis.
- Carry out the Test Server implementation activities as per the project standards and guidelines.
- Ensure QA reviews (both internal and external) during the analysis process and prior to delivery.
- Incorporate review findings / Maintain version control on report and documentation.
- Proposal for multiple solution.

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Platforms Profile

Microsoft SharePoint

Microsoft SharePoint is one of a leading portal technologies. It has been around since 2001. It is a browser-based collaboration, content management and extensible platform from Microsoft.

SharePoint provides collaboration, websites, social networks, intranet and extranet portals, document & file management, enterprise search, websites and business intelligence. It also has system integration, process integration and workflow automation capabilities.

Microsoft Dynamics CRM

Dynamics CRM offers the following functions: sales force automation, marketing planning and automation, social listening and engagement, customer service (including robust call center and field services solutions) and analytics.

It is developed to work seamlessly with Office365, SharePoint, Yammer, Skype, Cortana Analytics, PowerBI, Windows and Azure. Dynamics' flexible architecture and rapid release cycle allows new features and capabilities to be implemented quickly.

Solution

Client had chosen Octaware technologies for evaluating performance of software component for its reputation in executing the load test projects. Our dedicated Performance Test Engineers identified the core business scenarios of the application from client requirement.

Octaware performed rounds of analysis and deep dive into client database system by using multiple database performance analysis tools like Performance Monitors, SQL Server profile, DMVs tools. Octaware team observed that there are many places where the bottleneck can be eliminated.

Based on the collected data, Octaware team found that Client SQL Server environment had major issues to be addressed. Octaware team pointed out areas for improvement and includes suggestions and guidance for remediation.

Following were the observation which were immediately taken care:

- Most of the stored procedures are badly written.
- No hints for optimizations are used in SQL Queries.
- Session Management should have been managed at Application level not at database level.
- Unnecessary usage of tempdb is observed.
- Joins and Relation could be minimized.
- Proper usage of Execution Cache and memory plan is not taken care.
- Unused indexes and very costly indexes are being observed.

About OCTAWARE Technologies

Octaware Technologies, a SEI-CMMI Level 3, ISO 9001:2008 & IEC 27001:20013 certified company, is highly experienced software development, enterprise solution and consulting firm with its offices in India, and presence in USA, Singapore, UAE, Qatar, Saudi Arabia, Nigeria and Zimbabwe.

Octaware was founded as information technology company specializing in Microsoft technologies stack, focusing on Healthcare, Finance and e-Government sectors. Since then, company has grown into a multifaceted business that offers a diverse line of services and solutions for clients ranging from small businesses to large Fortune 500 corporations.

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