

DATA SHEET

SilkPerformer® Remedy

Business challenge

ENSURE SCALABILITY, RESPONSIVENESS AND RELIABILITY

The Remedy® Action Request System® is BMC Software's Service Support Management application. The business requirement for the implementation of a Service Support Management system is to provide rapid response capability to support user need and to meet demanding Service Level Agreements. It is vital that the performance levels of the management system are of a high standard to meet these demands. BMC state Remedy ARS benefits include:

- Fast installation and deployment
- Cross-platform support
- Low cost of application maintenance
- High scalability
- Ease of customization

These features allow the deployment of Service Management solutions to be successful from day one, and the scalability and robustness of the platform lowers total cost of ownership and increases return on investment. But as the system is customized, the scalability of the system may be impacted.

Consequently, it is important that changes are tested to ensure continued low cost of application maintenance and quality of availability.

Product Overview

SilkPerformer® is a proven, powerful and easy-to-use load and stress testing solution for optimizing the performance of business applications, such as Remedy ARS. Easy-to-create, accurate and realistic tests simulate hundreds or even thousands of IT system users in a wide range of enterprise environments and platforms.

Key Benefits

REDUCE COSTS WHILE LOWERING THE RISK OF PERFORMANCE RELATED FAILURES

SilkPerformer ensures the quality of Remedy implementations by measuring the performance from the end-user perspective - while also monitoring system performance - in a variety of scenarios under

dynamic load conditions. SilkPerformer can reduce costs and minimize risks by helping you:

- Accurately assess Remedy performance, scalability and reliability characteristics before deployment
- Create realistic, reproducible load test scenarios to cover all critical use cases and requirements
- Realise test scripts quicker
- Make scripts easier to understand and customise
- Lower IT infrastructure costs through tuning and accurate capacity planning before deployment

Detailed Feature Overview

COMPLETE REMEDY AR WEB SYSTEM COVERAGE

Remedy® AR System® Web solutions use a four-tier system architecture. SilkPerformer is the only enterprise-scale load testing tool that provides comprehensive coverage for all tiers in the Remedy ARS Web application.

All communications between a web client browser and the mid-tier are done through a servlet called BackChannel. Servlets can accept parameters and allow add-in services to be created. The servlet has an API that must be followed to create valid requests. The API is composed of interfaces used to transfer information other than web pages, between web clients and web tiers. Unlike other solutions, when you record a script against an ARS application, SilkPerformer records the BackChannel servlet calls and their parameter values. SilkPerformer provides comprehensive testing coverage for your Web Remedy environment.

PROBLEM ISOLATION AND CORRECTION

Powerful end-to-end diagnostics capabilities help users identify the root cause of performance problems, then take corrective action and report on activities.

Client-side Diagnostics

The unrivaled TrueLog™ technology of SilkPerformer provides visual front-end diagnostics from the end-user perspective. TrueLog visually recreates the data that users provide and receive during load tests - including data from the BackChannel - enabling you to visually analyze the behavior of your application as errors occur during load tests. Detailed response timer statistics help you uncover the root causes of missed service levels before your application goes live.

Server-side Diagnostics

With the addition of the Server Analysis Module, you can monitor server statistics and automatically correlate data with load test results to identify ongoing problems with your system's back-end servers, even those located behind firewalls.

Code-level Root-cause Resolution

For deep-down, code-level resolution of performance issues, Micro Focus offers dynaTrace Diagnostics®. Fully integrated, click-through drill down delivers a multi-tier performance breakdown to identify the root cause of performance bottlenecks, down to the offending line of code for both Java™ and .NET applications.

PUTTING THE SERVICE INTO SERVICE MANAGEMENT

In order to maintain service levels of your business and IT systems, you need assurance that your Remedy Web AR System support software is operating at peak efficiency, crucial to the day-to-day running of your organization. It is only through comprehensive performance and load testing of all application tiers that you can be confident that your clients will get the responsive and timely answer to their service issue they require. By implementing SilkPerformer for Remedy you can be assured that:

- Tests are accurate and repeatable
- Tests are quick to implement through built-in step-by-step workflow wizards
- Realistic loads are generated to match your service level expectations
- All aspects and tiers of your Remedy Web ARS are covered

Product Specifications and System Requirements

Operating System

- Microsoft® Windows Vista®, Windows® 2003, Windows XP

Memory

- 512 MB RAM (1024 MB recommended)

Networking

- 10 MBit Ethernet (100 MBit recommended)

SUPPORTED ENVIRONMENTS

Protocols and Interfaces for Load Testing

- HTTP(S)/HTML, Unicode (UTF-8), SOAP (XML), WAP2 (WTLS, MMS), i-mode, streaming media (MS, Real), Adobe® Flex/AMF, FTP, LDAP, MAPI, IMAP, SMTP/POP, SSL, CORBA (IIOP), Java RMI (EJB/J2EE), .NET Remoting, (D)COM, Oracle® Forms, Citrix® ICA, ODBC, ADO, Oracle Call Interface (OCI), DB2 CLI, TCP/IP, UDP, Tuxedo® ATMI, Jolt, Jacada®, TN3270E, TN5250 and T100/200+

Open Interfaces

- .NET Framework, Java Framework, VB Framework, COM Interface, DLL Interface

Packaged Applications (CRM /ERP)

- Remedy ARS, SAP, PeopleSoft, Siebel, Oracle Applications

Real-time Server Monitors

- Windows and UNIX® system/network counters, JMX, SNMP, Server counters for Microsoft IIS, Apache™, IBM® WebSphere®, BEA® WebLogic®, Oracle®, IBM® DB2®, Microsoft® SQL Server™

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