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Multi-National Membership Retailer - Load Performance Audit

Overview

- The client needed UST to assess, observe and audit the vendor's current test design, plans, set-up and execution of their performance tests for a new photo upload tool.

- We conducted an analysis of the current capacity planning and test plans results. This included review of the system architecture, configuration management, test approach and results.

- To determine the front end client experience of the new upload tool, we used automated test cases for performance and stability.

- Assured that the new upload tool had sufficient capacity and would perform during the expected holiday and peak promotional business.

Profile

Our Client is a Fortune 500 retailer which operates membership warehouses that offer a selection of branded and private label products in a range of merchandise categories. They have both in-store and online sales channels.

Business Issue

The client was utilizing a 3rd party vendor to manage their on-line photo services. The current partnership between the vendor and client was being questioned because of performance and scalability issues with the applications. The client decided to have an assessment, observe and audit the vendor's current test design, plans, set-up and execution of their performance tests for a new photo upload tool.

UST Approach

UST, with its expertise in Performance and Load testing services, executed the Load Performance Audit as detailed below:

- We provided a performance test engineer to validate that the vendor provided sufficient capacity and design stability to support the upcoming promotion volumes.
- We conducted an analysis of the current capacity planning and test plans results, this included review of the system architecture, configuration management, test approach and results.
- To ensure a positive front end client experience of the new upload tool, we used automated test cases to test for performance and stability.

Benefits

Assurance that the new upload tool had sufficient capacity and would perform under the expected for holiday and peak promotional business