

# 2015 Awards for Customer Excellence Honorable Mention



## Brett Masek, AmerisourceBergen

Global pharmaceutical services firm handles highest demand spike ever with fewer production support issues

### Performance Testing

**High-level overview:** Using HP, AmerisourceBergen realized the following benefits:

- Accommodate peak number system users: 5000 geographically dispersed users, reflecting a one-month increase of 1500 users and a year-over-year increase from previous peaks of 2800 users in 2013 and 2000 users in 2012
- Earlier detection enables the company to handle demand/user spike with no performance degradation and fewer production support issues
- Achieve company's biggest test (5000 geographically dispersed users) and first fully distributed performance test involving applications, network, storage, database and Telecom
- HP Partner, Orasi, stated this is the largest distributed Citrix load test it has seen
- Gain visibility into performance challenges, yielding opportunities to improve procedures and monitoring

**Company:** Lash Group, an AmerisourceBergen company, based in Charlotte, NC, is a global pharmaceutical sourcing and distribution services company.

**Contact:** Brett Masek is Director of AmerisourceBergen's Independent Testing Organization.

**Business goals:** Every January, AmerisourceBergen helps pharmaceutical companies verify whether their customers who use a drug will be eligible for insurance coverage on that drug over the coming year. This re-verification process produces peak loads on AmerisourceBergen's infrastructure, as the company hires additional associates to handle the work. In 2015, this staff increase

jumped for the month of January from 3500 system users to 5000 users in six U.S. cities. Since downtime produces revenue loss, Masek aimed to ensure the infrastructure could handle the load. His IT challenge was to mimic real world usage and business scenarios from locations nationwide. This was the largest test AmerisourceBergen had ever conducted—especially challenging using the Citrix protocol, as most employees use a virtual desktop. Another challenge was the lack of a true "production-like" environment to determine a true expected result from the tests. Masek's team decided to conduct tests in the production environment, and obtained management buy-in. It put safeguards in place such as running tests against cloned databases rather than actual databases, with continuous monitoring.

**HP Software implemented:** HP Performance Center, utilizing the Citrix and Web protocols. The company also uses HP Quality Center; HP Application Lifecycle Management; HP QuickTest Professional; and HP WebInspect.

**HP Partner:** Orasi Software was involved in a development and consulting role. As its vendor partner, Orasi provided near shore rural testing (manual testing), automated testing, performance testing and HP support of testing tools. Orasi was recognized as the 2013 HP Software Solution Partner of the Year.

**Benefits:** AmerisourceBergen handled the increase in load with no performance degradation jumping from 2800 peak users the previous year to 5000, with fewer production support issues. The company also gained visibility into performance challenges, which yielded opportunities to improve procedures and monitoring. This was labeled by company leadership as the most successful re-verification event in Lash Group's history.



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