

2015 Awards for Customer Excellence Honorable Mention



Azfar Delwar, Deloitte

Best-practice agile performance testing through the application development lifecycle

Business Service Management

Performance Testing

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

- Develop and deploy agile performance testing tools and best-practice methodologies
- Enable validation of software performance through the lifecycle
- Accelerate deployment of employee- and partner-facing productivity tools
- Deploy six mission-critical applications: IBM Cognos; Siebel CRM; SharePoint for employees; SharePoint for partners; a portal for workflow applications; and Microsoft Internet Information Services (IIS) Web server for global CEO voting. Additional six projects underway
- Testing earlier in the application development lifecycle enables issues to be detected and corrected prior to User Acceptance Testing (UAT)
- Reduce costs approximately 20% through process improvements
- Build models for agile collaboration with offshore partners
- Provide end-to-end continuity to understand why applications degrade or improve

Company: Deloitte provides audit, consulting, tax, and advisory services to clients around the world, including 70% of the Fortune 500.

Contact: Azfar Delwar is a Senior Consultant and Performance Testing Engineer at Deloitte.

Business goals: To support business growth, Deloitte has been developing user-interfaced applications used by 13,000 employees across

the enterprise to raise their productivity. In the past, Deloitte did not do as much internal application development. Therefore, it did not employ a dedicated group to support performance testing; instead the work was outsourced to a contractor as needed. With more and more user-facing applications being developed, Deloitte needed to establish best-practice capabilities in-house for agile development and performance testing over the application lifecycle.

HP Software implemented: HP LoadRunner; HP SiteScope; HP Unified Functional Testing (UFT) and HP Diagnostics. Testing spans the application lifecycle from the early integration phase through pre-production, to validate performance prior to launch. Delwar designed Deloitte's performance-testing strategy on an agile application development paradigm. He constructed the LoadRunner scripts either himself or directing a team. For efficiency, testing resources are designed to be reusable, with the same environment used to validate multiple applications. This lets Deloitte IT focus on changes among applications deployed on the same infrastructure. Developers across projects use HP Diagnostics in conjunction with HP LoadRunner to identify issues earlier in the lifecycle. This cuts execution timeframes and reduces costs approximately 20% by fixing defects earlier.

Benefits: Agile enterprise performance testing. Accelerated deployment of high-performing mission-critical employee and partner-facing applications that enhance productivity.



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