



## Scapa Test and Performance Platform Ensuring Remedy Action Request System Performance

Scapa Test and Performance Platform is the only application and performance testing tool that is truly compatible and reliable when testing all custom Remedy AR System applications and solutions

### Key benefits

- Reduce upgrade, migration and development costs by speeding time-to-production
- Use native Remedy AR System functions and tools to construct tests based on real business processes
- Graphically represent user-experience and performance degradation whilst load is dynamically manipulated
- Monitor real-time performance, generating alerts when thresholds are exceeded
- Share system performance information and test results through easy-to-use reporting capabilities
- Maximise return on investment in, and spread the benefits of, Remedy AR System through enhanced user productivity
- Fully compliant with current and previous releases of the Remedy AR System.

### Measuring Remedy AR System Performance

The Remedy® Action Request System® from BMC Software, is a crucial enabling technology utilized by more than 79% of Fortune 100 companies. It automates and controls mission critical service management business processes, such as helpdesk systems and customer relationship management to improve service levels throughout an organization. It also provides a development environment for thousands of partner and custom devised applications and Remedy AR System packaged solutions.

In many cases real competitive business benefits can be achieved by increasing the responsiveness of these applications, through a process of continual change.

Scapa Test and Performance Platform helps organizations realise these benefits by ensuring continuity of Remedy AR System performance and availability during system and application upgrades.

Scapa Test and Performance Platform ensures systems can cope with production-level transaction loads by accurately simulating users of unique Remedy AR System applications and IT infrastructure.

### Using Scapa Test and Performance Platform

Scapa Test and Performance Platform's specialist connectivity to Remedy AR System makes the process of creating and running tests intuitive to AR System developers and administrators.

Scapa Test and Performance Platform supports the automatic creation of tests that represent real world business processes. Tests capture the activity patterns of real users as they issue, submit, query, modify and delete operations on application forms. This is done by creating a test from standard queries, macros and AR System API calls, or from log files.

To mimic realistic patterns of caching and contention, variability can be introduced into tests using a point-and-click graphical user interface so that no two users create identical outcomes. This unique feature, called Generalization, introduces variability at the level of qualifications to ensure realistic load tests are created.

Tests are replayed to create load against the Remedy AR System servers. Scapa Test and Performance Platform tests all custom Remedy AR System applications and solutions.



*Scapa Test and Performance Platform simulates real users' interactions with Remedy AR System applications*



## Scapa Test and Performance Platform Key Features

### Application Performance Testing

**Dynamic Control.** The load being generated against the server can be changed as the test is running.

**Generalization.** Scapa's unique Generalization feature permits support for parameterization of all types of Remedy AR System qualifications. It is possible to introduce programmed variability amongst the users being simulated, so that they may have different logins and perform different transactions.

**Test Editing.** Scapa Test and Performance Platform supports advanced user editing, providing a configurable set of editors in which tests can be created, managed and modified.

**Test Creation.** Tests are created using real-world Remedy API calls, using real business processes.

**Client-End Log File Capture.** Scapa Test and Performance Platform imports the standard Remedy client-end API log file to create tests.

**Join Form Handling.** Scapa includes full support for join form handling and allows the user to discover interdependencies.

**Distribution.** Simulated users can be distributed in complex ways across physical network topologies.

### Dynamic Entry ID Dependency

**Propagation.** Entry IDs for each record are mediated at run-time during the test.

### Diagnosis

**Benchmarking.** By replaying the test parameters and validating changes in performance resulting from modifications in functionality and system upgrades, it is possible to benchmark applications.

**Mixed-version API Support.** Old tests can be replayed against new versions of the Remedy AR System server.

*Scapa Test and Performance Platform provides dynamic client-end control and measurement, clean management of programmed variability and a simple, minimally intrusive framework for controlling multi-user tests.*

### Monitoring

**Parameters.** Scapa Test and Performance Platform displays a range of automatically created parameters of a running test including the response time of the system to the user, the number of active users and the number of transactions per second that the system is sustaining.

**Alerts.** The product continuously monitors application service levels, system utilization and reliability. Alerts are activated when performance thresholds are breached.

**Firewall-Aware.** The port connection between the machine running the Platform and the remote machine can be configured to take account of firewall setting.

### Reporting

**Report Generation.** Graphical or tabular reports based on multiple statistical models can be generated. Additional compelling reports for both web and PDF can be created using the Eclipse Business Intelligence and Reporting Tools (BIRT) system 1.0.

### Test Asset Management

**Concurrent Versioning System (CVS).** Facilitates the management of assets such as tests, scripts and performance data, making it easy to access test results and re-run performance tests.

### Integration

**Runtime Data.** Parameters of the test can be exported to third-party management tools from Citrix, Microsoft and other Thin Client technologies as the test is running.

**External Invocation.** Tests can be invoked from third-party schedulers and management tools.

### System Requirements

- Scapa Test and Performance Platform is installed on one or more test workstations, and requires no modification to the existing Remedy AR System environment. Once installed, it can access all AR System servers and applications.
- Remedy AR System 5.x to 6.3

### Scapa Technologies

In this one product, software vendors, systems integrators and end-user organizations will find the tools they need to ensure the performance of their IT systems.

Scapa Technologies works extensively with various implementation partners worldwide. Visit [www.scapatech.com](http://www.scapatech.com) for details.

*"Through our longstanding and close relationship with Scapa Technologies we are able to help our customers ensure the performance of their Remedy AR Systems." Panacea*

## Scapa Test and Performance Platform

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**Scapa Technologies Inc.**  
245 Park Avenue  
NYC, NY 10167  
USA

**Tel:** 212 792 4032  
**Fax:** 212 372 8798

**Scapa Technologies Limited**  
125 McDonald Road  
Edinburgh EH7 4NW  
Scotland

**Tel:** 44 (0)131 652 3939  
**Fax:** 44 (0)131 652 3299

[www.scapatech.com](http://www.scapatech.com)  
contact@scapatech.com

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