evolving your
digital future

Corporate Success with Newtest

Webinar

Febr 6, 2020

ip-label

GENESIS
SWISS TEAM AG

GENESIS Swiss Team AG

Today represented by:

Viktor Bach
Senior Account Manager

Dimitri Mottet
Area Manager DACH (ip-label)

Welcome

A few recommendations...

Please ...

- get yourself a cup of coffee/tea

- make sure your microphone is muted (Webinar)

- ask your questions via the chat panel

- duration approx. 40 min.

Overview of business apps

1. Introduction to Genesis Swiss Team AG

2. Business apps and their technical environments

3. Business apps and their operation models

4. How can you ensure the performance of your business apps

5. Performance management for business apps

6. 3 Customer use cases

Introduction to Genesis Swiss Team

Genesis Swiss Team

Wer sind wir …

- gegründet im September 1996

- teilweise mehr als 22 Jahre Erfahrung in den Bereichen:
  - IT Service Assurance
  - IT Security Management
  - IP Address Management / DDI
  - IT Infrastructure Management
  - IT Service Management

- Hauptsitz in Ostermundigen (Bern), Filialen in Zürich und Genf

- langjährige Angestellte mit viel Erfahrung und grossem Knowhow

- Zu unserem Kundenstamm zählen grosse und mittlere Unternehmen aller Branchen, national und international.

ip-label

GGENESIS
SWISS TEAM AG

Wir planen, beraten und setzen für Sie um!

Unsere Dienstleistungen:

- Performance Care Services

- Managed Services

- Security Consulting Services

- Awareness-Schulung

- Konzept, Design & Implementierung

- Trainings und Workshops

- Wartung, Helpdesk und Support Services

Sie wollen hochgesteckte
ZIELE ERREICHEN?
Dafür sind wir der richtige
PARTNER

Business apps and their technical environments

ip-Label

GENESIS
SWISS TEAM AG

Overview of business apps

applications & clients   end-to-end supply chain
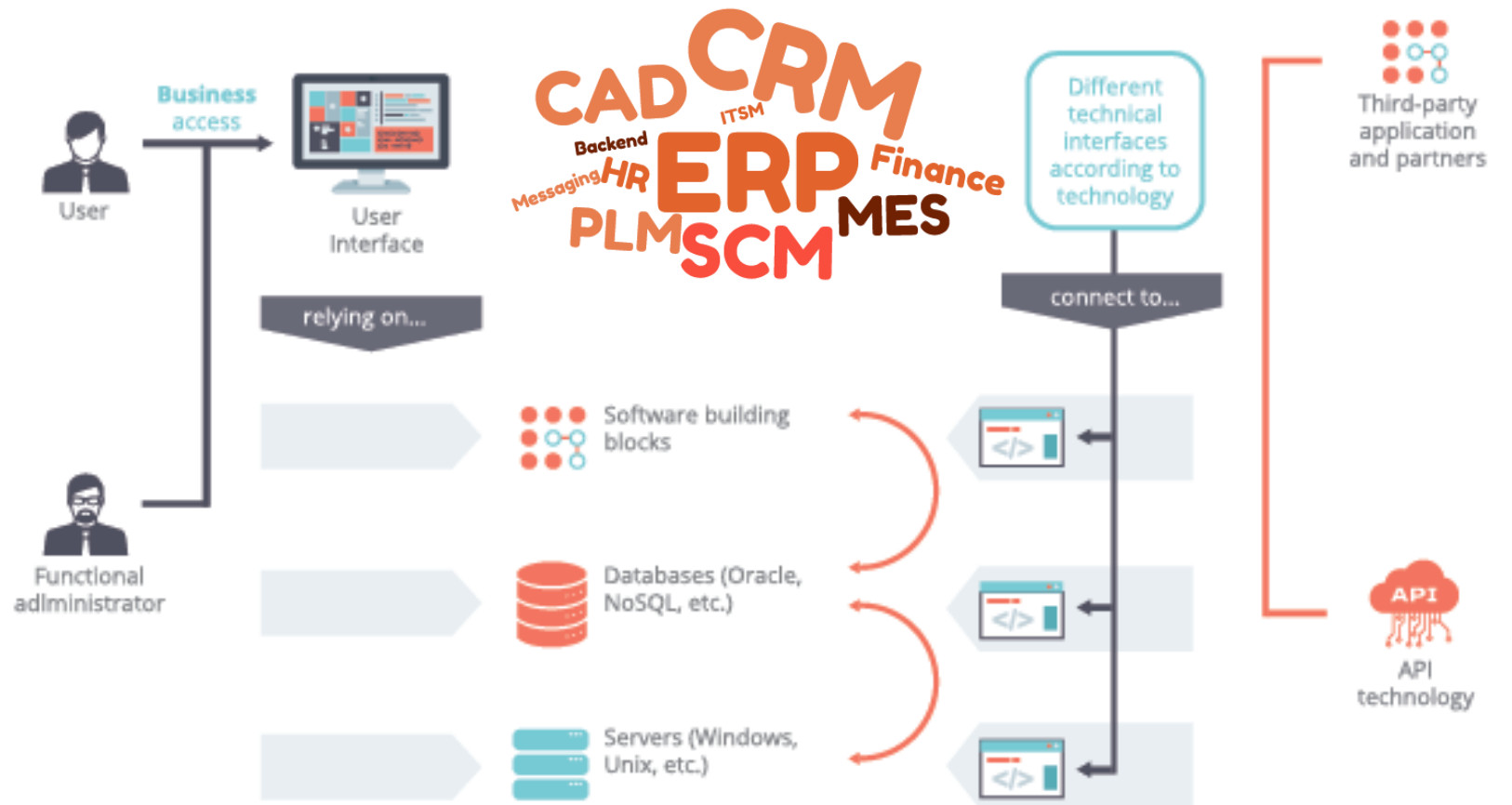
Business apps and their operation models

3 possible environments

SaaS

Software and operation entirely managed by the provider

e.g. Salesforce.com

Outsourcing

Infrastructure (network, servers) managed by a provider on dedicated environment

Provider handles application updates and changes on request

e.g. on-premise ServiceNow (ITSM)

In-house

Internal responsibility for the infrastructure

Internal responsibility for the application and updates

3 approaches to quality control

SaaS

Monitoring possible by default : non-intrusive

The provider can supply performance KPIs based on its own tools

Outsourcing

End-to-end service often involves several providers (network, platform, integration, operations, etc.)

The choice of tools is negotiated with a view to shared aims

In-house

End-to-end service also involves several technical teams and possibly an external software vendor
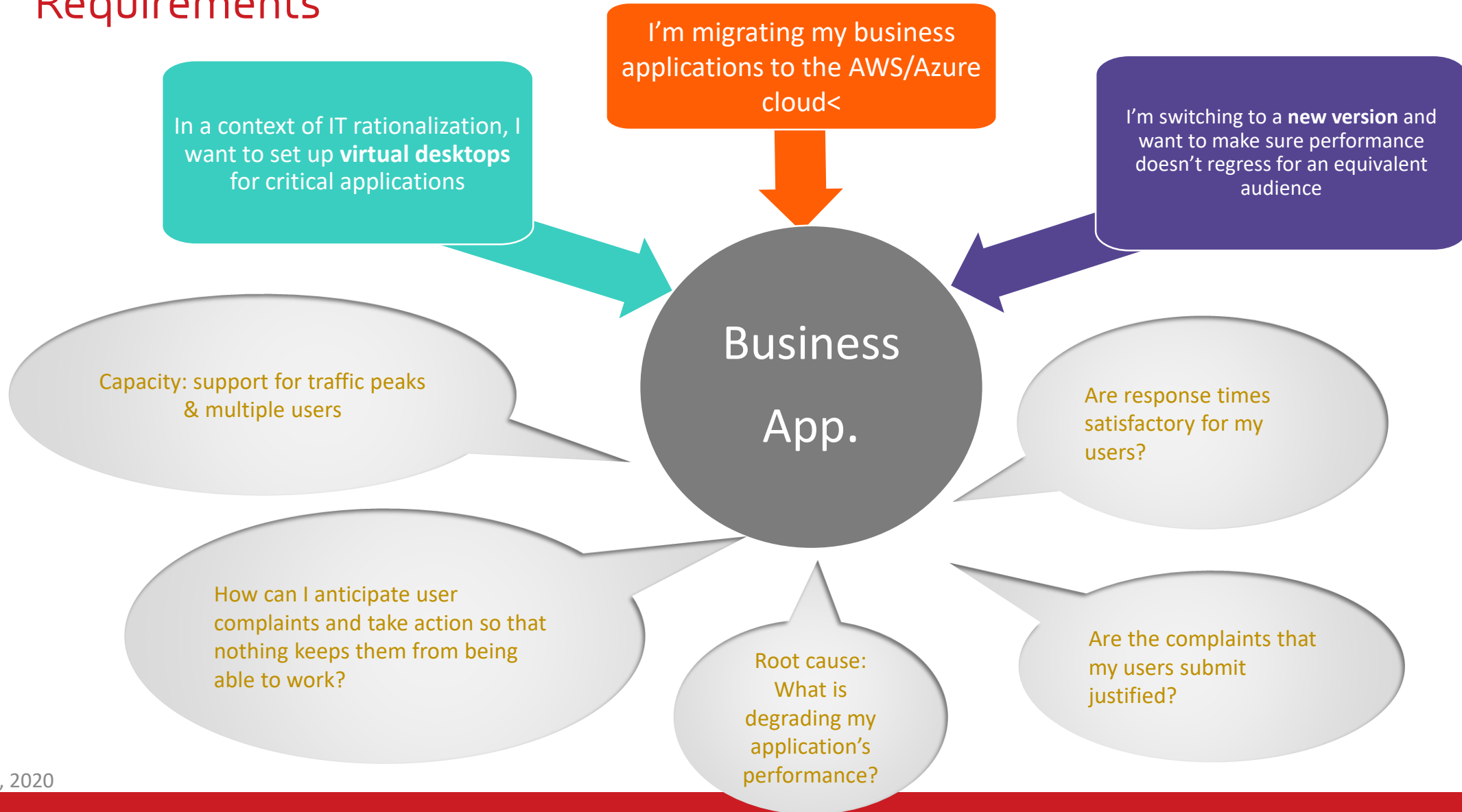
A more open choice of tool

ip-Label   GENESIS
                                                                            SWISS TEAM AG

Performance Management
for business apps

Requirements

How can you ensure the performance of your business apps?

ip-Label

GENESIS
SWISS TEAM AG

Focus points for boosting performance

Newtest: 24/7 supervision with robot monitoring

- anticipate user complaints
- alert technical teams before users call
- monitor response times trends over time

Load testing

- identify the limits of the application
- pinpoint the most load-sensitive functions
- avoid regression from one version of the application to the next

Customer use cases

Customer use case 1: monitoring different locations

Context

- Regional European energy company
- Applications →ERP, CRM, Office package, Citrix platform and specific business applications

Needs

- To gain insight into the performance delivered to end-users
- To check performance at locations in several countries

Customer use case 1: monitoring different locations (2)

Implemented solution

- Robots at the different locations

Benefits

- The enterprise was able to detect differences in performance at different locations
- Any location-related problem could be identified by the response time and availability metrics supplied by the robots

Customer use case 1: monitoring different locations (3)

Display of results
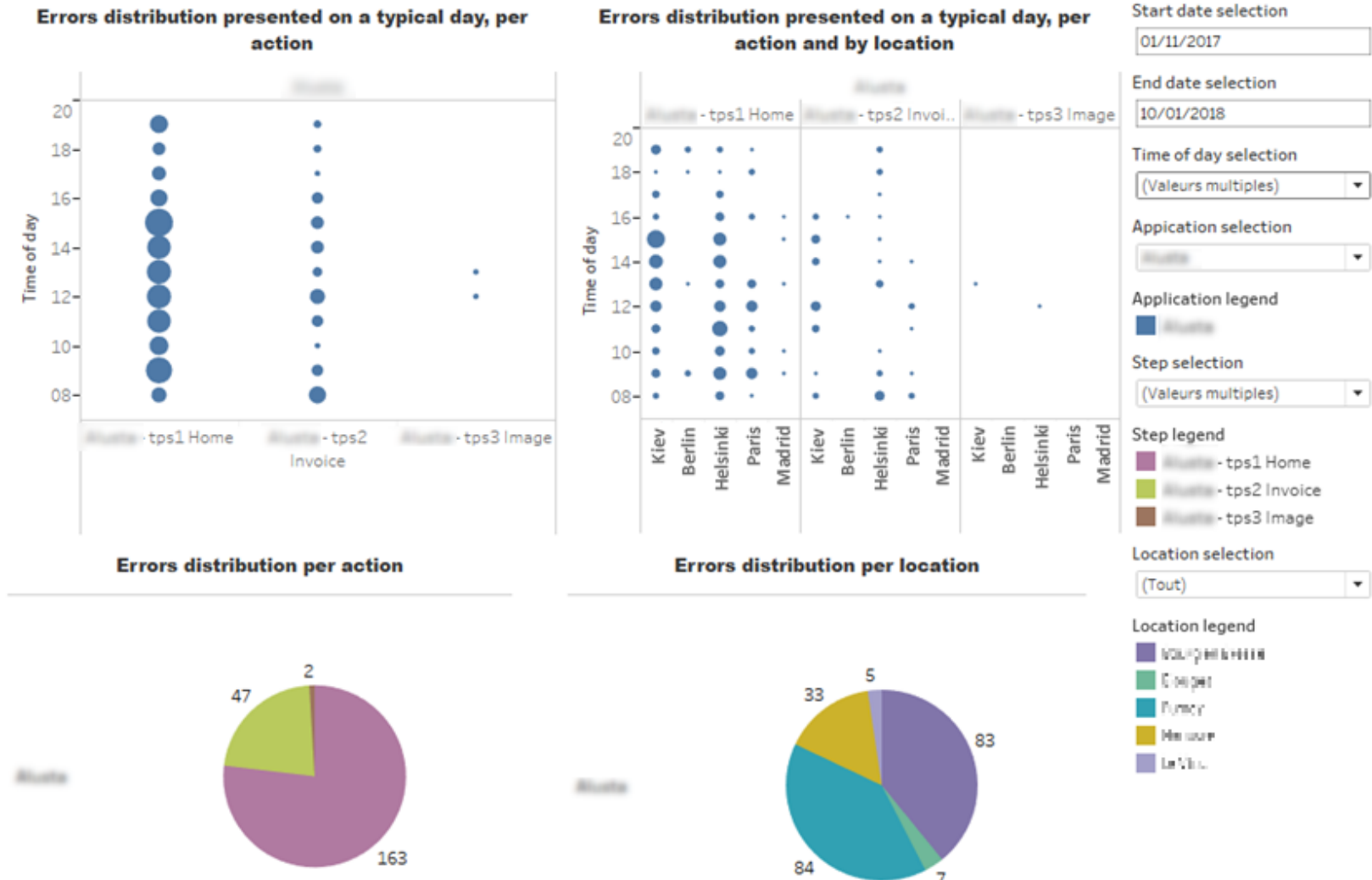
Customer use case 2: monitoring SLA

Context

- Software vendor providing solutions for managing public works declarations

- 1000 customers with about 15,000 users

- Provision of a SaaS web portal

- Vendor commits to service availability levels for its key account customers

- Complaints are regularly received about the application's slowness

Customer use case 2: monitoring SLA (2)

Needs

- To obtain a SaaS service availability indicator measured by an impartial third party
- To be able to pinpoint application performance by
  - user location
  - application version
  - section of the application
- To use the data collected to
  - optimize the code in forthcoming versions
  - revert the problem to the customer if the problem originates on the customer side
- To communicate with customers each month via customized reports

Customer use case 2: monitoring SLA (3)

Implemented solution

- Monitoring robot to test the availability of the home page on the internet
  - Used to calculate the SLA metric
- Monitoring robot to test a typical user journey
  - Used to observe any change in response times over the course of time in a stable context
- Custom dashboards
  - Used to communicate with customers each month

Benefits

- Measurements conducted by a neutral third party
- Ability to detect whether the problem is related to the customer's context or the provider's side
- Time saved with automated generation of reports

Customer use case 2: monitoring SLA (4)

Display of results

Customer use case 2: monitoring SLA (5)

Display of results

Customer use case 3: assistance with migrating information systems to the cloud

Context

- International retail group
- Decision to migrate its on-premise IS to the cloud (OVH)
- Monitoring performance is vital; any slowness has a direct
  impact on end users

Needs

- To guarantee non regression of performance from the users' standpoint
- To check the performance of its application at every step of the migration

Customer use case 3: assistance with migrating information systems to the cloud (2)

Implemented solution

- Load testing to check sizing ahead of time
- Setting up robots to monitor application accessibility and performance before/during/after the move to the cloud
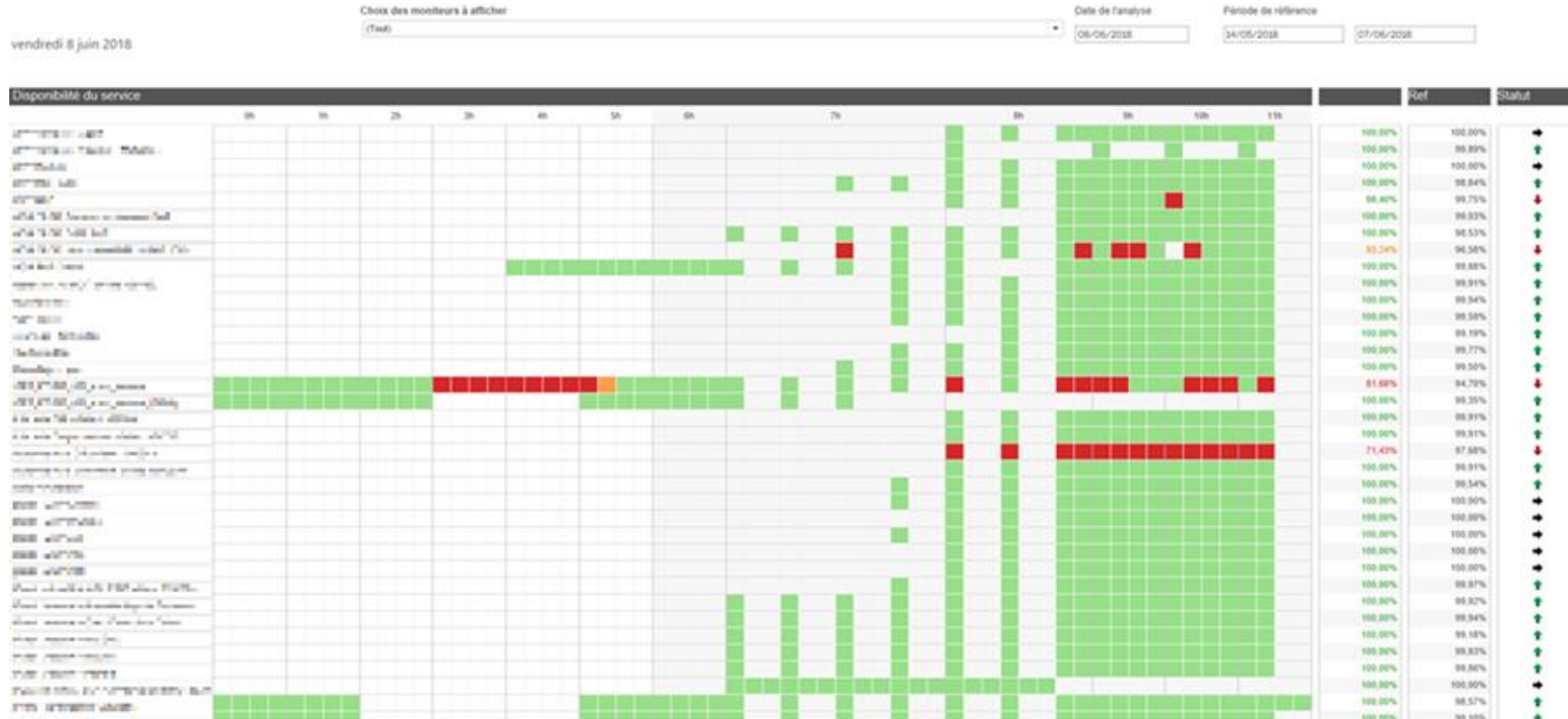
Benefits

- Objective monitoring of application performance
- Transparency for business units and end users

Customer use case 3: assistance with migrating information systems to the cloud (3)
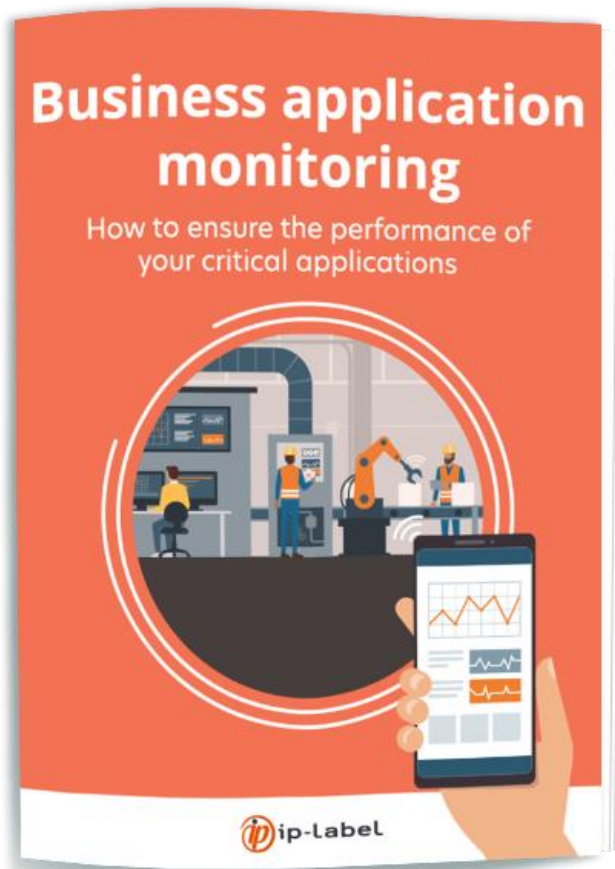
Display of results

Test results for a one-day analysis (example, the day the switch was made)

Reference value (period defined using the filters at the top of the table)

Comparative status (changing trends: stable, worse, better)

White paper: Business apps

For more information, download our white paper

Link:

https://genesis.swiss/download-whitepaper-business-applications/

Fragen?

Thank you for your attention

ip-Label

GENESIS
SWISS TEAM AG