



**RadView Software
Case Study**

Global Investment Research Firm has saved over \$127,000 by using RadView's WebLOAD to test its Web Applications.

“RadView’s WebLOAD has saved us quite a few times.”
David Bambrough, Quality Engineer

Summary:

A global investment research firm understands the strategic advantage and the business benefit to establishing and maintaining relationships with its customers by offering extensive products and services via the Web. It has developed three Web sites to serve its various audiences: individuals, financial advisors, institutions and the media.

- The first Web site is a subscription-based site that serves the individual investor. Investors gain access to comprehensive security information as well as access to the Investment Research Firm’s highly acclaimed portfolio manager. It is a highly trafficked site averaging anywhere between 1 ½ to 2 million hits a day.
- The second site targets the 401k manager-enabling users to track portfolio performance, as well as to obtain advice on securities information.
- And, the third site targets financial planners and financial advisors.

The Quality Assurance team used RadView’s WebLOAD to identify performance and scalability issues to ensure each Web site is running at peak performance. WebLOAD has been instrumental in helping the QA team identify performance and scalability issues prior to deployment, saving the company significant time and money.

Here are a few examples:

Ensuring Customer Quality Experience:

A. During the development stage of building a stock quote application, which provided interactive graphs via a third party, a performance and scalability issue was detected. When more than 2 users accessed the graphs simultaneously, the application would come to a halt. The development team used a testing tool to stress test the application with 100 users but was unsuccessful in finding the problem.

Key Result:

- When the QA team used WebLOAD as the testing tool, they identified the memory leak eliminating the performance and scalability issue. In addition, resolving this issue allowed the firm to bring the interactive graphs in-house thus saving the company in excess of \$20,000 on yearly service fees.

B. 50% of its servers are located on site and 50% at a remote site. The QA team wanted to stress test the connection between the onsite and remote Web servers prior to production to eliminate adverse affects such poor performance.

Key Results:

- By using WebLOAD to stress test the connection between the servers prior to production, all performance issues such as delayed nightly production and updating the data on the site were eliminated, in turn avoiding unhappy customer experiences or lost customers.

Identifying Hardware Requirements:

The IT department wanted to determine the hardware requirements for one of the Web sites. It put the project out to bid and received a proposal from a vendor.

Key Results:

- Before signing on with a vendor for this project, the QA team used WebLOAD to test the hardware configuration in order to optimize the performance. By testing with WebLOAD, it was determined that no additional hardware was needed. The firm saved over \$100,000 by not outsourcing the project and also realized additional savings by not incurring the expense of additional servers.

Overcoming Obstacles To Ensure Performance and Stability:

One of its Web sites was experiencing instability during Cookie Verification in production. Everyday scheduled reboots of the site's servers would be conducted to get around the instability issues.

Key Result:

- Using WebLOAD, the QA team identified a memory leak that eliminated the need for regularly scheduled daily reboots of the servers. It saved the company over \$7,000 in personnel savings.

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