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Company

Ellucian

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Environment & Challenges

- Multiple on premise, cloud, and hybrid applications
- AJAX-heavy and single-page web apps with multiple tasks
- Multiple product builds and continuous integration (CI) processes

Results

- Extensive load testing on all web and cloud apps
- Daily performance test runs with 3500 concurrent users
- Seamless integration of load testing into DevOps pipeline
- Root-cause identification time reduced by 75% through integration with AppDynamics

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About Ellucian

Catering to more than 2,400 institutions in 40 countries, Ellucian is a global provider of higher education software and services. Ellucian's solutions include student information systems (SIS), finance and HR systems, recruiting and retention systems.

Extensive daily performance test runs

The test engineering team at Ellucian provides specialized testing services to R&D teams developing Ellucian products. To help validate internal builds prior to being released to clients, WebLOAD is used almost exclusively as the performance testing tool. "Our Banner products are not certified for release unless they have been stressed by WebLOAD for a 24-hour run," explains Troy Marshal, Senior Manager of Test Engineering.

Ellucian's extensive load testing operations include 150-200 use cases, which are run on a daily basis with ~3500 concurrent users. The performance tests validate multiple product lines: the Banner XE product suite, Recruiter - the CRM product, Ellucian's cloud solutions and the infrastructure platform used as a service provider.

"Our applications are extremely AJAX heavy and we have lots of single-page web apps with multiple tasks," explains Troy. "We have simply not been able to test these apps with other tools, whereas with WebLOAD we're doing correlations that we wouldn't have dreamed of with some of the top, leading tools. We can use standard JavaScript libraries anytime we need to address targeted tasks or need a specific functionality that isn't supported out of the box."

Tests are typically run for long periods of time and cover cloud apps, hybrid cloud, and on premise applications that use

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Troy Marshall,

Senior Manager, Software Test Engineering, Ellucian

By integrating WebLOAD with AppDynamics, we have cut root cause identification time by at least 75%."

Troy Marshall,
Senior Manager, Software Test
Engineering, Ellucian

multiple technologies including .NET, Java, Node.js, RESTful Web Services and many others.

WebLOAD's analytics are also used extensively. Charts and tables are exported and sent directly to R&D's senior management and the CTO before a release goes out. Performance test data is also used for trend analysis and comparison reports over long periods of time.

DevOps and continuous delivery

Taking advantage of WebLOAD's integration with AppDynamics, the testing team drills down within high-response-time transactions defined in WebLOAD and traces performance issues all the way down to the invoked method, using AppDynamics. "This process has cut down our root-cause identification time by at least by 75%."

To test the scalability of its production infrastructure as a service provider, the Ellucian team has used WebLOAD's Jenkins plugin, to smoothly integrate load testing into DevOps processes and automatically orchestrate tests against every build in the pipeline.

Innovation and support

Beyond the technological features, technical support is mentioned as one of WebLOAD's key differentiators. "Instead of submitting a ticket and praying that someone responds, RadView's response is almost immediate," Troy notes. "We feel like we're important as a customer, and we haven't gotten anywhere close to that level of support from other tool vendors."

The pace of innovation is another point mentioned. "WebLOAD is constantly being released with new innovative features, which we're taking advantage of almost immediately. It is really hitting the mark in terms of our performance testing needs."



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