

## CASE STUDY

<http://www.cerner.com>

Cerner Corporation provides a smart, comprehensive family of solutions for the health care industry. Recognized as a world leader in their field, Cerner delivers complete financial, IT management and consulting services, helping organizations and communities of every size increase quality of care while reducing costs.

Cerner® solutions are licensed by approximately **14,000** facilities around the world, including more than 3,000 hospitals; 4,900 physician practices; 60,000 physicians and 1,790 retail pharmacies.

Revenue: US\$ 2.910 billion  
Net income: US\$ 398.3 million  
Employees: 14,200

This case study examines the importance of PeopleSoft applications and Oracle database to Cerner's internal business operations and how the reliability and stability of these applications is ensured using Scapa TPP.

Cerner also use Scapa TPP for Thin Client and Remedy.

"Scapa TPP was instrumental in ensuring the success of our database migration project."  
– Chuck Hunt, Technology Architect, CTS Solutions, Cerner Corporation



## Scapa® Test and Performance Platform

"Our PeopleSoft® applications and Oracle® database underpin the success of our internal business operations. We rely on their availability, stability and accessibility. Scapa TPP makes this possible."

Chuck Hunt, Technology Architect, CTS Solutions, Cerner Corporation

### The Business Problem

#### Managing a PeopleSoft Database Migration Project

As a leading, global, solutions provider to a great many organizations in the health care industry, Cerner Corporation recognizes the vital importance of ensuring that their IT systems are performing optimally and are available when needed. When undertaking a significant database migration project to improve their internal systems, therefore, they wanted to make sure the risks involved in this type of activity were minimized, if not completely eradicated.

Having used Scapa TPP to complete similar testing, optimizing and monitoring projects in their Citrix and Remedy systems before with great success, as soon as Scapa TPP for PeopleSoft became available, Cerner approached Scapa Technologies for assistance with:

- a) achieving a successful migration project with minimal or no risks to their ongoing business operations,
- b) improving their understanding of the selected PeopleSoft application and database environment that would underpin these operations.

### The Solution

#### Scapa TPP, the professionals' load testing and capacity planning tool of choice.

As with any system change project, migrating to a new database can be fraught with many risks that can cause real business problems if left undetected. Cerner had decided to make a significant change to their system set-up and were about to embark upon using PeopleSoft applications and their related Oracle database for some key internal business processes, including Timesheet and Expense Report creation and Expense Report approval. Functionality that, if compromised, could result in a significant reduction in staff morale.

The team's experience had told them that testing this new system in two separate domains - certification and production - before making it available would be key to understanding its strengths and capabilities, as well as any potential issues.

Scapa Technologies is an Independent Software Vendor with a unique and powerful testing tool: Scapa Test and Performance Platform (TPP). Scapa TPP has the power, flexibility and feature list required for the most complete and accurate reliability, performance, capacity and scalability testing of a wide range of system environments, including Cerner's new PeopleSoft system.

The creation of tests for Cerner's PeopleSoft applications and Oracle database environment, within Scapa TPP, involves capturing and recreating accurate, valid user transaction data. The complexity of this type of environment can make a test creation process daunting. However, Scapa TPP's simple 3 step process - **Capture, Process, Go** - reduces the time normally associated with testing, making it easy for people with little or no experience of the system to complete the tests. The tests are also repeatable, which makes testing each specific system domain a straightforward activity, **delivering results quickly**.

For more information: quotes/case studies/references please contact Scapa : [www.scapatech.com](http://www.scapatech.com) | [Contact@scapatech.com](mailto:Contact@scapatech.com)  
Tel. USA : +1 (415) 287 4126 | Tel. UK : +(44) 131 208 0652

# With Scapa TPP, system risks are minimized, profits maximized.



"(Using Scapa TPP) We were able to performance test our new PeopleSoft environment before going live in production. This gave our team the reassurance that once the system did go into production, our users would not experience any performance-based issues." Chuck Hunt, Technology Architect, CTS Solutions, Cerner Corporation

## The Result

With their experience in system testing projects using Scapa TPP to ensure their Citrix and Remedy systems, the team at Cerner knew precisely what to expect from the test, optimization and monitoring tool, with regard to gaining a full understanding of their system's:

- a) **CAPACITY** - the amount and variety of user transactions the system can handle while maintaining a good performance level,
- b) **RELIABILITY** - particularly concerning any failures that might occur if the system becomes overloaded,
- c) **SCALABILITY** - transactions or parts of transactions that do not scale well under load, and
- d) **PERFORMANCE** - how the system performs from the end user's perspective.

During the testing activities, the Cerner team found two performance-limiting, system issues. The first of these was an indexing issue for a specific type of user transaction that would be repeated on a regular basis. The second concerned a particular database query that was running slowly. Using the test results as their starting point, the team was able to make some changes, tuning both the query and the transaction processes that had caused concern. Once these changes were in place, the tests were re-executed to ensure overall performance had been improved.

Batch processing saves a lot of time and effort but can be problematic. The Cerner team was aware of some niggling issues with one such process which was required to be run regularly, submitting payment for all internally approved expense reports. A substantial process which, if the issues were left unresolved could cause further problems for the business. This batch process needed to be optimized. The solution was to use Scapa TPP to create and approve **4,000+** expense reports. Once tuning efforts had been completed, the development team were then able to establish that the issues had been resolved.

Overall, using Scapa TPP, Cerner was able to validate the performance of its new Oracle database quickly by testing key functionality of internal processes such as Timesheet and Expense Report creation, and Expense Report approval.

## Why Cerner Selected Scapa TPP

Besides wanting to ensure a smooth migration to new a new database and application environment and obtain evidence of increases in system capacity and performance from the migration, as well as on an ongoing basis, Cerner selected Scapa TPP for the following main reasons:

- 1) Scapa TPP provides genuine, accurate end user experience in a matter of minutes. Its ability to cover a wide range of IT systems is invaluable in maintaining good business processes.
- 2) Scapa TPP is simple to use, even for non-experienced users, and is flexible enough to be able to test customized systems, taking into account the customer's application mix and usage scenarios.
- 3) Scapa TPP can be used to provide continual, ongoing insight into systems performance thereby further increasing its ROI.
- 4) Scapa consultants work directly with the Scapa development team to ensure we are providing a best of breed solution within an agile, ever-changing IT systems market.

## Benefits

In summary, the overall benefits of using Scapa TPP in this migration project, include:

- Scapa TPP allowed Cerner to validate the selection of a new database and application system, running key internal processes.
- Scapa TPP gave Cerner Corporation the ability to create and execute tests quickly and easily, helping to ensure that risks were minimized and concluding in a successful migration.
- Scapa TPP gave Cerner the insight they needed into this brand new system, helping them to make improvements in a timely way, before issues, actual and potential, were allowed to impact negatively on user performance.
- Cerner will continue to benefit from being able to use Scapa TPP to ensure similar, planned, future projects run smoothly and without risks, as well as helping them to achieve the best return on investment (ROI) from their IT systems.

## Scapa Technologies ([www.scapatech.com](http://www.scapatech.com))

Scapa TPP is a best-of-breed performance testing tool for Virtual Desktop, Remote Desktop, Citrix®, BMC Software® Remedy® AR System® and PeopleSoft® applications, with support for additional technologies (such as HTTP(s) protocols).

All of the functionality is available in a single product and can be applied in combination, allowing Scapa TPP to:

- Benchmark
- Prove the value of WAN Optimization
- Highlight bottlenecks
- Reveal the performance and scalability characteristics from the end user perspective.
- Function in virtual architectures of any complexity.
- Facilitate migration projects between physical or virtual architectures in any combination and of any complexity.