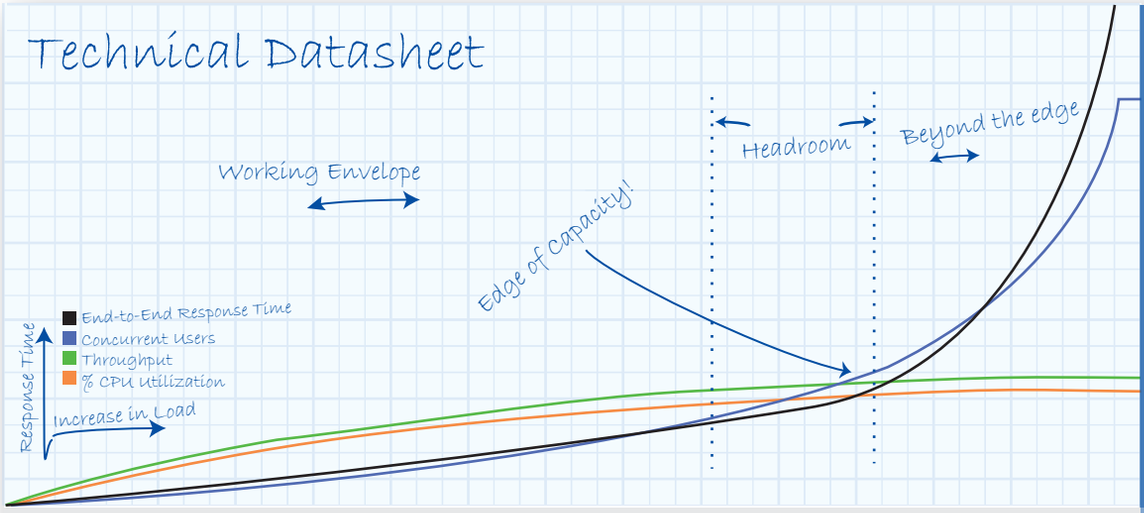

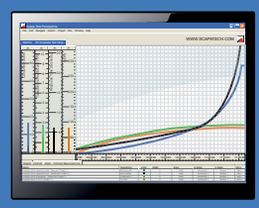

The clear choice for capacity, stress, diagnostic, load and benchmark testing, bottleneck identification and monitoring for Remedy applications.

Scapa® Test and Performance Platform

REMEDY®

Scapa Technologies

Using a unique **3 step process** provides fully automated test creation for quick and easy validation of the capacity, performance and scalability of Remedy ITSM applications and environments..

bmcsoftware TAP Validated

Insulate systems from performance, capacity and reliability risks.

Scapa Test and Performance Platform is the only enterprise-scale test, monitoring and optimization tool that provides functionality to quickly and accurately assess the performance, scalability and reliability characteristics of the BMC Remedy-based product set across all core Remedy API/Protocols:

- Web Mid-Tier: HTTP including BackChannel support
- Remedy User Tool & custom apps: C APIs
- Web Services Applications: HTTP/WSDL/SOAP
- GUI Interfaces: User Capture Replay

MANSYSTEMS

"(Scapa TPP) is a great flexible tool... We have used it for Remedy® AR Systems C API, Remedy BackChannel using HTTP, Windows® GUI clients through Citrix® and VMware® environments, as well as some proprietary Java™ API testing. The tool helps us to troubleshoot performance issues as well as show scalability of environments."

Bart Tolen, CTO, www.mansystems.com

The Challenge

Performance, scalability, capacity and continuity assurance are crucial success factors in any business-critical application. If a system does not perform or cope with an increase in demand, there are significant impacts on return on investment (ROI).

It is not uncommon for performance issues to delay IT deployments. A system may perform well when the number of concurrent users is small, but performance can deteriorate drastically with a modest increase in the number of users, despite compensating hardware enhancements. A solution is needed to minimize, if not eliminate, the risks.

The challenge is to invest in a fast and cost-effective performance test and optimization tool that can ensure capacity, scalability, performance and reliability are delivered, whilst minimizing cost and impact to delivery schedules.

The Solution

Scapa Test and Performance Platform (Scapa TPP) is a performance test, monitoring and optimization platform that delivers crucial information into IT Service Management quickly and accurately in areas such as;

Capacity Management

Making sure your IT Services will cope with the workload they are about to experience. Reducing service interruption risk and proactively identifying and solving performance-related issues prior to roll-out.

Continuity Management

Ensuring the system behaves well and continues to meet agreed service levels when components fail.

Scapa TPP ensures systems can cope with production-level transaction loads by using real data to simulate up to tens of thousands of users of unique Remedy System applications and IT infrastructure in the most accurate and, therefore, effective way.

Scapa TPP's connectivity to the Remedy System makes the process of creating and running tests intuitive. The tool's simple 3 step process - CAPTURE, PROCESS, GO - opens up the world of Remedy testing to a broader section of the Remedy community. Unlike other tools that require some knowledge of programming, Scapa TPP provides automatic test creation that replicates real-world business processes accurately.

Scapa TPP provides the assurance that your Remedy solution is of the highest quality and is working at optimum performance levels.

vmware technology alliance PARTNER | bmcsoftware TAP Validated | CITRIX | Microsoft Small Business Specialist

For more information: quotes/case studies/references, please contact Scapa : www.scapatech.com | Contact@scapatech.com

With Scapa TPP risks are minimized, profits maximized.

Scapa Technologies

Benefits

Through the process of load and stress testing with a variety of scenarios, the performance, capacity, scalability and reliability of business applications within the BMC Remedy product set can be revealed with an unparalleled clarity, helping to identify pain points and bottlenecks within the architecture with unprecedented speed. Tests can be up and running in a matter of minutes, not days or weeks.

Realistic and reproducible test scenarios, using real data
Scapa TPP's unique **3 step process - CAPTURE, PROCESS, GO -** ensures the automatic creation of tests using real data to replicate real-world business processes. Test specific business environments, complex application transaction mixes and deployment scenarios in real-time.

Agile testing
By increasing the speed of execution, testing becomes more agile. Tests typically run in less than one hour, thereby reducing upgrade migration and development costs by speeding time-to-production.

Accelerated problem identification and resolution
Quick test cycles lead to quick turnaround when problem solving. This speed is invaluable as, once a problem has been found, triaged and understood, it is not uncommon for a fix to be produced and tested within a couple of hours.

Risk reduction by quantifying performance, scalability, capacity and reliability
Scapa TPP will reduce risks associated with performance, scalability, capacity and reliability by uncovering issues early so that remedial work can be planned.

Maintain continuity and service levels
With Scapa TPP, performance baselines are used to maintain ongoing performance and availability of the system in production.

Operating System

Microsoft® Windows® XP, Windows 7, Windows 2003, Windows 2008

Memory

712MB Ram (1024MB recommended)

Real-Time Server Monitors

Agentless Windows, Linux, HPUX,® Solaris,® XEN, ESX/vSphere server performance metrics
Database performance metrics (Microsoft SQL Server,™ Oracle,® IBM® DB2,® MySQL™)

Reporting Capabilities

CSV, Web, Acrobat®

Protocols and Interfaces Supported

Virtual Desktop / Application Streaming
VMware® View™ (all versions) / ESX™ / ESXi ™ / vSphere™
Citrix® XenDesktop® / XenServer®
Microsoft® Hyper-V™
All brokers supported
Other hypervisors (contact Scapa)
ICA® protocol 6 to 12.# (Not 7.0/10.0)
RDP 5.x, 6.x and 7.#
VMware® PCoIP
VMware® RDP
PowerTerm® WebConnect DesktopView
Thick client desktop

Remedy (all versions supported)
Remedy® C API
Full Remedy® ITSM™ Suite Supported
HTTP(S) 1.0/1.1 SOAP(XML)
Remedy® Mid-Tier Testing (BackChannel Support)
ODBC/JDBC (JDBC via Scapa's Java Connector)

HTTP
HTTP(S) 1.0/1.1 SOAP(XML)

GUI Automation
WinTask®, AutoIT, Visual Basic®, IBM® Rational® Functional Tester, other 3rd party scripting tools - call for details.

Product Overview

Scapa Test and Performance Platform has a unique level of integration with Remedy AR Server and ITSM architectures at the C API, Mid-Tier (including BackChannel support), Web Services Integration and GUI layer. Scapa TPP is compatible with all currently available versions of Remedy ITSM and is designed to be future proof removing the need for an upgrade every time new version or patch is introduced by BMC.

- Remedy User Tool and Custom Application: Remedy C APIs
  The traditional API used by the Remedy Client and the majority of custom clients. Scapa TPP can perform capture/replay and significant automatic API processing at this level. This feature is unique to Scapa TPP.
- Web Mid-Tier: HTTP
  Used by Remedy Web Client Mid-Tier and some custom clients. Scapa TPP can perform capture/replay and automatic data dependency processing of BackChannel calls. This feature is unique to Scapa TPP and allows test creation with a click of a button.
- Web Services Integration:WSDL
  WSDL - An XML-based format for describing network services. Parsing and parameterization of XML is supported.
- GUI Interfaces
  Scapa TPP can perform capture/replay (pressing buttons etc.) at the user interface of the Remedy User tool or the Web Browser, an approach which is often used in Functional or Regression Testing, live system monitoring and desktop virtualization.
- Access, Excel Reports: AR System ODBC
  Scapa TPP can drive the database layer directly across ODBC and JDBC via the Scapa Java connector.

Features Overview

Scapa TPP has a unique set of features.

Automatic creation of tests: Programming experience not required
Unlike other tools that require coding experience, Scapa TPP supports the automatic creation of tests through capture/replay technology. Remedy logs are automatically processed. Tests represent real-world business operations.

Tests capture/replay the activity patterns of real users
As users issue, submit, query, modify and delete operations on application forms, this information can be captured and replayed to accurately represent system usage.

Variability can be introduced without programming
Variability can be introduced using a point-and-click graphical user interface at the level of qualifications to ensure realistic load tests are created.

Dynamic Load is controlled and visualised through a single user interface
Scapa TPP graphically represents and corrolates end-to-end response, sub-component times and server metrics within a single view. As the test is running, performance degradation is revealed whilst load is dynamically manipulated.

Load can be incremented by one of two "Driving metrics"; Concurrent Users or Requested Throughput.
The throughput driving method is useful when capacity requirements are expressed in throughput terms, e.g., "The system must cope with 100 new incident requests per hour".

For more information, contact Scapa : www.scapatech.com | Contact@scapatech.com