

Terraprova



Financial Service Provider Application Performance Testing

Background

Our client is a Fortune 500 Financial Services Client that provides a wide range of products and services across all major financial markets. In addition, our client has over 3 million active customers with numerous customer relationship touches on both an in and out-bound basis. To support this large customer base across such a wide and complex set of product offerings, our client supports a Call Center of over 5000 Customer Service Representatives. The Call Center infrastructure is based upon a number of Siebel Systems Call Center product suites, which includes significant customization deployed across a complex set of systems and networking infrastructure. Terraprova was engaged to support the re-deployment of the Call Center application that was initially deployed into production but had to be backed-out due to failed performance and reliability services levels after a half day of production deployment. Terraprova's engagement employed our Performance Testing Environment solution that fast-tracked the defined the expected production workload and constructed the necessary testing environment to ensure a proper re-deployment. This engagement also provided post-production support and several early maintenance releases and operation monitoring of the system to ensure client success.

Business Challenges

- **High-Volume Contact Center Application**
- **Complex Application and System Architecture**
- **Continual Application Feature Enhancements**

Technical Challenges

- **Combined OLTP and OLAP workloads managed in a single computing environment**
- **Siebel Application Architecture was deployed across 8 web servers, 32 Object Managers and Oracle back-end to 5000 WAN connected Call Center users.**

This Siebel Call Center implementation was used for Sales Force Automation in concert with the existing Shareholder Accounting system. Although this SFA application was not an order taking system, it is responsible for tracking all in-bound call center interactions. This inbound call center services tracked the nature of the call as well as the disposition and associated follow-up. The out-bound features allowed Customer Service Representatives and Managers to examine the existing customer and prospect lists through various analytical criteria.

Terraprova Approach

- **Establish new pre-production test definition and environment.**
- **Execute Performance Testing Iterations.**
- **Assist in the application go/no-go decision making**
- **Help define and participate in the production support management.**
- **Provided post-production support and management.**

