



Customer Case Study

POLICYMATTER LTD

COMPANY

PolicyMatter Ltd

IT TOP PROJECT

Determine server and network capacity requirements for unique customer deployments

KEY BUSINESS ISSUES

- Obtain an accurate understanding of the performance of the PolicyMatter software with different traffic loads in a mix of customer environments
- Determine server and network capacity requirements for unique customer deployments
- Gain an economical testing solution

RESULTS

- Payback of less than one year for a comprehensive testing capability
- Increased customer satisfaction because the PolicyMatter software delivers expected performance levels
- Accurate performance information simplifies planning and deployment of customer systems

“We will achieve payback in less than one year for our investment in Spirent Avalanche.”

— Chris Heslop, CEO, PolicyMatter Ltd

ACCURATE LOAD PROJECTIONS ARE KEY TO PRODUCT'S SUCCESS

PolicyMatter Ltd is a developer of policy management software for organizations in highly regulated industries such as finance, government, manufacturing, retail, insurance, and services. PolicyMatter software is used by these organizations to ensure that employees view and understand key policies. The application presents policies clearly, tests employee understanding, measures compliance, and provides detailed reports and audit trails.

New or amended policies are typically presented by PolicyMatter to users when they logon in the morning. Once they have agreed to them or answered questions that demonstrate their understanding, the policies are then stored in users personalized Policy Library. When installing PolicyMatter for a customer, the company needs to forecast user traffic loads in order to specify capacity on the dedicated server for the PolicyMatter application. It is also important to understand the potential impact of the application on the customer's network in order to assure acceptable performance levels.

“Our challenge was analyzing the needs of larger customers, with tens of thousands of users, complex networks, and diverse bandwidth. We weren't able internally to emulate what the concurrent user load would be in these environments,” explained CEO Chris Heslop. “We needed to be confident that when a large number of users were reading a policy simultaneously, the software's response times wouldn't decrease to unacceptable levels.”

A SIMPLE AND ECONOMICAL TESTING SOLUTION

PolicyMatter Ltd is using the Spirent Avalanche™ appliance to replicate user loads, and to test system performance and scalability in various customer environments.

Previously, PolicyMatter Ltd engineers estimated traffic loads based on prior customer experience and limited testing on internal systems. The engineers were not able to emulate different user loads, server types, or network bandwidth levels to measure the performance of the PolicyMatter software. In addition, the engineers could not identify potential bottlenecks in a particular customer environment that might affect the application's usage or performance.

Developing their own tool to run these tests would have been a complex, costly, and time-consuming effort. "Even if we had attempted to carry out testing activities internally, we would not have been able to approach the same levels of accuracy that we achieved with Avalanche," noted Heslop,.. "With these capabilities, we estimate that we will achieve payback in less than one year for our investment in Spirent Avalanche."

Load testing with Spirent Avalanche gave PolicyMatter engineers the ability to more accurately specify server needs for larger customer organizations as well as diverse network types and usage levels. Avalanche also helped them with functional testing of the application. The detailed reports produced by Spirent Avalanche testing are useful to both PolicyMatter and the customer's staff for system planning and deployment. "Better load information means our system implementation is smoother and more professional," noted Heslop.

CUSTOMER SATISFACTION FROM REALISTIC PERFORMANCE TESTING

PolicyMatter's customers also benefit from testing the PolicyMatter application with Avalanche. Customers receive the expected performance levels from the PolicyMatter software, without the need to perform their own validation testing. High performance for the PolicyMatter application also reduces user calls to the customer's internal help desk.

"Customer satisfaction with the PolicyMatter software is the ultimate benefit of our testing with Spirent Avalanche, a benefit for both PolicyMatter Ltd and our customers," concluded Heslop.



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