

# Performance Engineering for a Leading Global Network of Professional Services Firm



ATTENTION. ALWAYS.

*aspire*   
SYSTEMS  
*attention. always.*

## THE CUSTOMER

The customer is a leading global network of professional services firms offering audit, tax and advisory services. The firm work closely with clients, helping them to mitigate risks and grasp opportunities. It also includes business corporations, governments and public sector agencies and not-for-profit organizations. The customer also provides consistent standard of service based on high order professional capabilities, industry insight and local knowledge.



## CHALLENGES

As the customer's main business is to offer services for tax and auditing, it has developed a digital service platform to manage all the financial and banking services of all the applications that is been built up. In their journey of digitalization, they needed a team who would help them in performance engineering their product and thus ensuring optimal customer experience across platform

## SOLUTION

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Aspire's Team worked closely with the business analysts and other stake holders to understand the core elements and assured that the applications were able to handle increasing loads. Also, provided an alert for developing performance issue allowing for preemptive tuning and enhancements

- Team involved in assisting developers by providing recommendations on the best performance practices that can be followed during initiation phase of each sprints
- Team involved in gathering all the performance related requirements during planning phase of each sprints and worked closely with stakeholders and business analysts to define the acceptance criteria
- Scripts were carefully customized to simulate business transactions
- Team participated in daily scrum calls across all the sprints to communicate the scripts developed and challenges faced
- New features were tested for the performance and analyzed the test results with the defined acceptance criteria. Recommendations provided to development team to fix the code drop inorder to achieve the required performance standards
- The Team involved in performance testing of the overall end-to-end testing for all the complex scenarios and analyzed the performance bottlenecks in web server, app server and database levels through azure monitoring tool
- Developed an automated performance test framework inorder to schedule the tests whenever the developer commits a code or to run performance regression testing during non-business hours and weekends
- The Team prepared a detailed performance trend of application across each iteration with respect to the defined SLA's



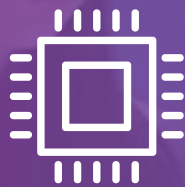
## BEST PRACTICES

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- Aspire's team constantly communicated performance insights, areas of improvements regarding the performance of the applications to the stakeholders
- Complete assessment of cloud infrastructure
- Test reports on web through visualization tool – Grafana and were archived: Helped the developers to see the metrics live and relate
- The Team has developed scripts based on modular approach which increased the reusability
- Aspire's Team developed a well-defined metric-based process with proper entry and exit criteria focusing on the entire aspects of performance testing

## TECHNOLOGY

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### Load Generating Tool

JMeter

### Third Party Tools:

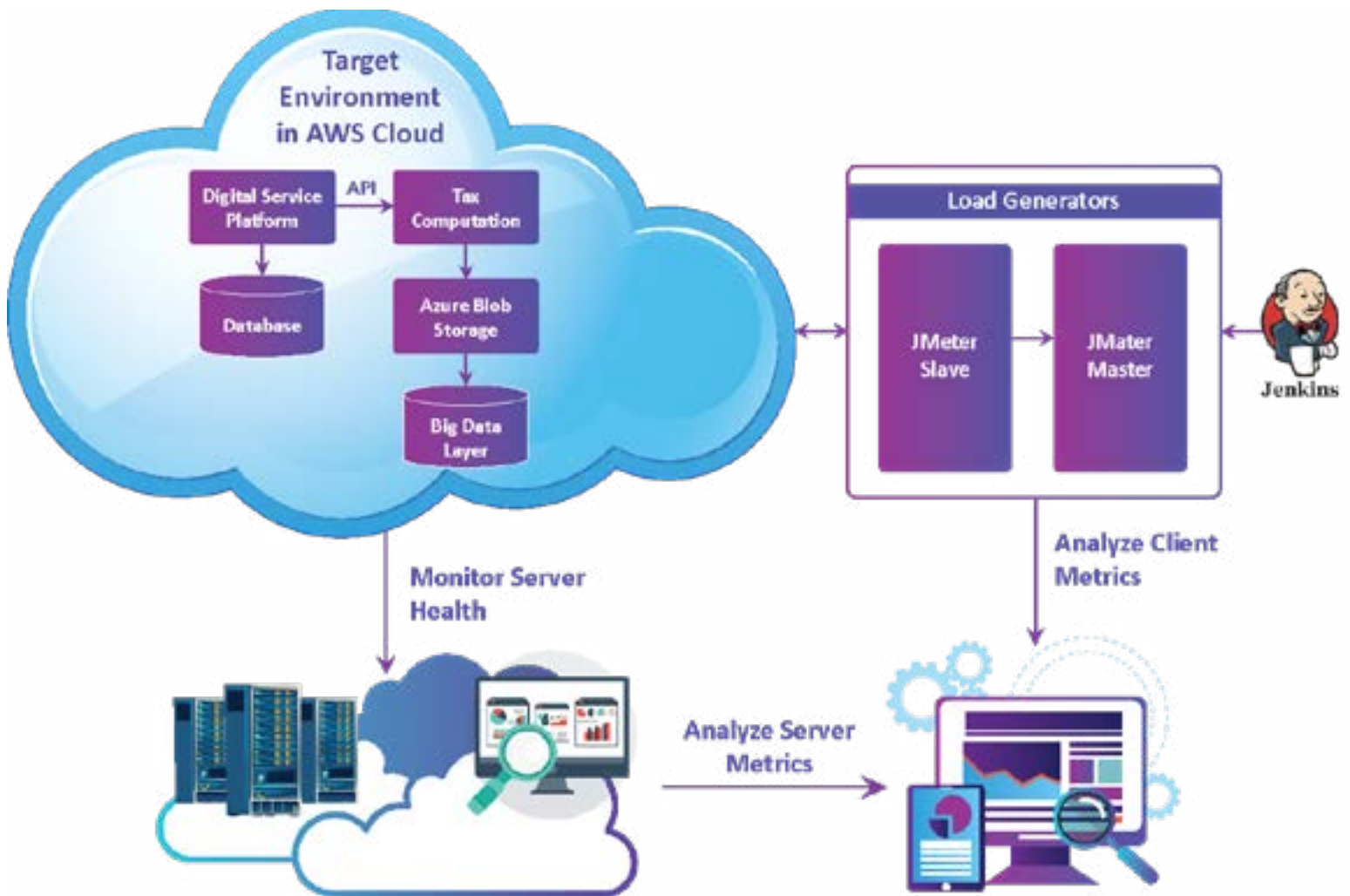
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### Technology:

.NET

### Monitoring Tool:

Azure, Grafana



## RESULTS

- Aspire's Team helped the customer to build the applications that are more responsive and scalable
- Aspire's Team helped the customer to identify the performance bottlenecks more earlier and most of these issues were fixed with relatively minor effort resulting in better performance and much better application stability

## FUTURE IMPACT

Aspire's efforts on dedicated Performance testing and continuous performance testing strategy leads the applications to cope with massive traffic spikes and thereby providing reliable banking and financial services to millions of customers in nearby future

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## ABOUT ASPIRE

Aspire Systems is a global technology services firm serving as a trusted technology partner for our customers. We work with some of the world's most innovative enterprises and independent software vendors, helping them leverage technology and outsourcing in our specific areas of expertise. Our core philosophy of "Attention. Always." communicates our belief in lavishing care and attention on our customer and employees.

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