

CASE STUDY

Performance Testing Solution for a SaaS-based Balanced Scorecard (BSC) Portal



OVERVIEW

With over two decades of experience, the client is a leading balanced scorecard implementation company focused on delivering performance management solutions to customers, including tools, templates and framework.

CHALLENGES

The client sought performance testing expertise for its SaaS-based balance scorecard web portal, lacking adequate capabilities to handle large volumes of visitors. With an anticipated surge in customer base and a significant opportunity in terms of heavy user load, the application required thorough testing and optimization.

Contata faced several challenges during the project, including handling heavy user load and delivering under stringent timelines. Meeting tight deadlines required meticulous planning and efficient execution.

INDUSTRY

- Balanced Scorecard (BSC)

SERVICES

- Load Testing
- Capacity Testing
- Performance Tuning
- Optimal Server Configuration

TECHNOLOGY

- .NET
- Telerik Controls
- JMeter
- ANTS Profiler
- Sharepoint, MS SQL



Additionally, handling heavy user load on the portal posed the risk of straining system resources and compromised user experience. To ensure optimal performance, generating realistic test data in the application for load testing became crucial. Addressing these challenges required Contata to have a combination of technical expertise, scalability, and a proactive approach to ensure client satisfaction and success.

SOLUTION

While analyzing the client's requirements, Contata identified areas where load balancing could be implemented to support extra user load. The team delivered top-notch load and capacity testing solutions, providing the client with a robust platform capable of handling high user traffic.

Contata performed rigorous performance testing on the portal, including load and capacity testing to identify performance bottlenecks in the back-end infrastructure, including code, database, and system resources. Performance tuning that included method performance and memory leakage negated unnecessary memory loss and system failure.

Additionally, optimal server configuration was identified to ensure uninterrupted and highly reliable performance, even during peak user loads. Through a comprehensive end-to-end performance testing effort, Contata successfully equipped the portal with enhanced stability and scalability features, ensuring an unhindered experience for end-users.

BENEFITS

- A robust platform capable of handling high user traffic.
- Significant improvements in application response time and throughput.
- Web, application and database server configured optimally.
- Minimized risk of production downtime and poor performance.
- Ensured reliability, stability, and scalability of the web application.



About Contata

Contata Solutions is a trusted leader in technology and digital innovation. Through our work in data engineering, data analytics, machine learning, marketing automation and app development, we deliver solutions that address complex problems in ways that are simple, insightful and impactful.

Our promise and value proposition to our customers is simple: we leverage our deep technical expertise and global presence to bring software products and data-driven decision capabilities to life.

Founded in 2000, Contata is a privately-held company headquartered in Minneapolis that serves clients globally from offices in the United States and India.