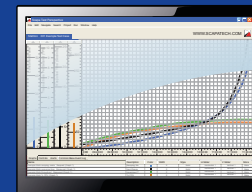
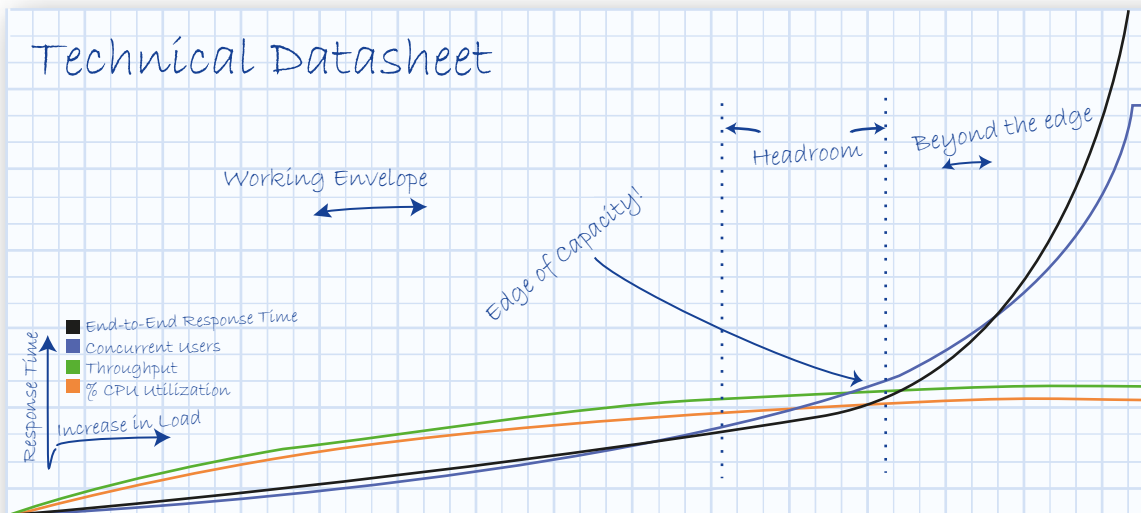


# Technical Datasheet



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

## Scapa® Test and Performance Platform

**REMEDY®**



Quickly and easily validate the capacity, performance and scalability of Remedy applications, environments, such as ITSM®, and their delivery architectures.

### 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 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 accurately simulating up to tens of thousands of users of unique Remedy System applications and IT infrastructure.

Scapa TPP connectivity to the Remedy System makes the process of creating and running tests intuitive to Remedy System developers and administrators. Unlike other tools that require some knowledge of programming, the product supports the automatic creation of tests that represent real-world business processes.

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



Insulate systems from performance, capacity and reliability risks.

Scapa Scapa Test and Performance Platform is the only enterprise-scale load and stress test tool that provides functionality to quickly and accurately assess the performance, scalability and reliability characteristics of the BMC Remedy-based product set

- 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
- MS Access®, Excel® Reports: AR System ODBC



"The tool is a great flexible tool for performing load and stress tests. 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."



With Scapa TPP risks are minimized, profits maximized.



## 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

Scapa TPP's unique capture/replay facility ensures the automatic creation of tests that represent 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™ up to version 4.5/ 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

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.

### • 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 of HTTP traffic. Parsing and parameterization of BackChannel calls is supported. This feature is unique to Scapa TPP.

### • 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 correlates 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".