

### Title of Paper

## Running A Centralised Performance Testing Service In An Ecommerce World

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### Presenter

Peter J. Pinto, Friends Provident

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### Level

Intermediate

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### Target Group

Test Managers and Test Practitioners

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### Abstract

The presentation talks about the highs and lows of running a centralised service with comparisons drawn against a more traditional approach in this space. It will look at how and why moving to this model worked for Friends Provident.

Friends Provident's development lifecycle is very fast paced with many of the applications having monthly or evening shorter regular scheduled releases to Production, due to the ever changing nature of the industry they are in. Having followed the traditional method of adopting performance testing within each of the application streams, a major performance issue was seen in production, which caused a serious outage and ultimately lost customers and revenue. Management then seriously looked at the current approach and decided to remodel how future performance testing was going to work across the whole of its Ecommerce offerings.

The model that has now been adopted takes a more holistic view of its customer facing applications, and ensures it is flexible enough to grow and mature with the Ecommerce solution Friends Provident provides to its customers, which has been up until now, growing exponentially.

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### Biography

Peter has over 15 years experience in the IT industry, 13 of which have been in testing. Having been a "customer" of IT for a number of years, his focus has always been on the quality of systems delivered to the end user. He has worked on Mainframe, mid ranged and distributed system over this time, specialising in load and performance testing for the last 7 years. ISEB qualified, he has built performance solutions for many companies from the ground up and now has been championing the centralised performance testing solution strategy that is seen being adopted throughout the industry

He has been described as one of the top consultants in the country, which has been borne out by being invited to write the first white paper for HP in the UK, invited to become part of the panel of experts for industry analysts, The Butler Group's annual conference, and is an exec member of the UKCMG committee. He is an international speaker and has presented at IBM's Software Development Conference in Orlando, and HP's Software Universe in Barcelona, among other industry forums.

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