

Successful development and execution of an accelerated performance test strategy

Ten10

The client: Hogan Lovells

Industry: Legal

Technologies: Elite 3E Enterprise Business Management

Ten10 services: Performance testing, UAT

The client

Hogan Lovells brings extensive experience and insights to its work in complex legal environments and markets. Its 2,800 lawyers on six continents provide legal solutions in a fast-changing and inter-connected world, and come from a wide range of backgrounds, helping to deliver a broader perspective.



Hogan
Lovells

One consolidated practice management system

Hogan Lovells is a complex, international organisation, and was managing its business using two software platforms, one for its U.S.-based operations, the other for the rest of the world. Its core operation revolves around its extensive network of lawyers and clients, and so it requires a highly configurable practice management system (PMS) that will allow the firm to effectively manage the global business.

The project involved the upgrade and consolidation of the two existing systems, combining them into a single instance of Elite 3E. Ten10 was responsible for the testing element of the project.

“Partnering with Ten10 to develop a highly effective and professional testing approach has enabled us to pursue the implementation with pace and confidence.”

Steve Capon
Head of Global Finance Projects
Hogan Lovells

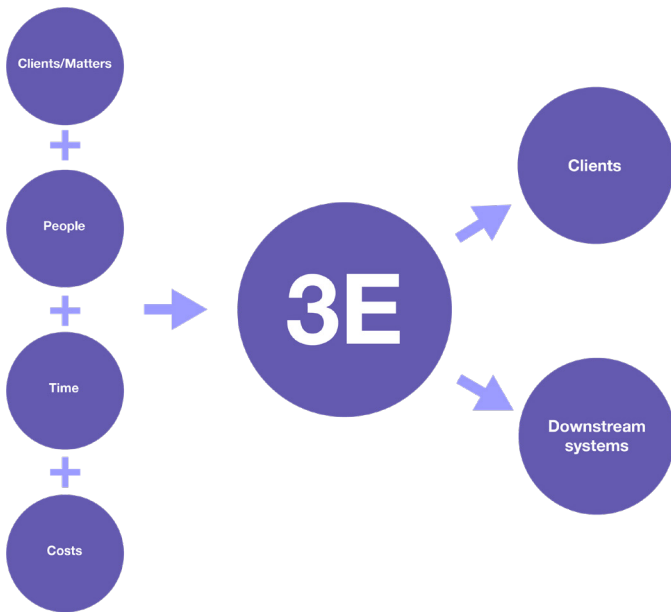
Project goals

Any major software implementation demands the detailed planning of a rigorous and comprehensive testing programme, especially one so wide-ranging and complex, which involved a high degree of customisation and change of integration architecture.

Ten10 was tasked with putting together a strategy to reduce the risk of encountering issues when the new system went live encompassing:

- 1) Functionality
- 2) Performance
- 3) Integrations to both upstream and downstream systems

It was known that future changes would be taking place and therefore there would be ongoing test requirements. Ten10 needed



to create a test management system with requirements, scripts and defects to provide the in-house team with complete traceability and a platform from which future testing could be performed successfully on changes to the new system after go-live.

During the implementation of the system, it was imperative that Ten10 provided governance and reporting to the wider programme on both progress and test status.

Software testing challenges

With over 150 customised processes and more than 30 integration points, Ten10 executed test scripts and put in place a reliable review process to provide complete confidence and assurance in a successful go-live.

Documentation of the fully integrated application landscape was not available, therefore Ten10 performed a discovery and documentation exercise to map out data flows and systems that could be impacted by the new system.

With no performance benchmarks from the old system, Ten10 needed to define an approach that would mitigate against poor performance being an inhibitor to a successful launch of the new system whilst also identifying performance bottlenecks within either the infrastructure and

the custom code.

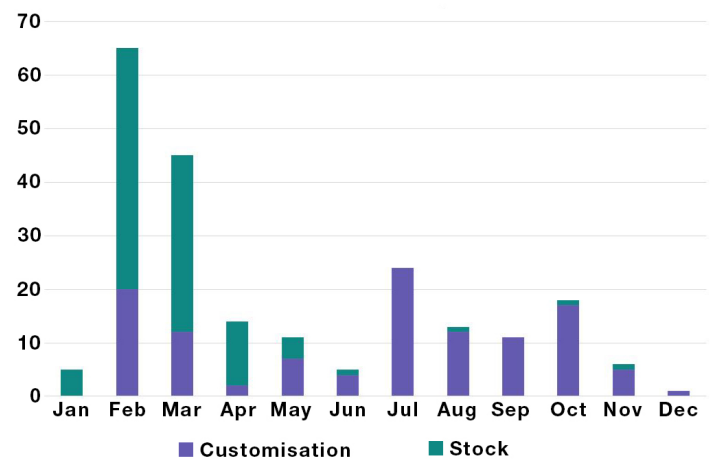
A key element was user acceptance testing (UAT), which ensures that the system’s users can perform their daily roles on the new system.

Success story

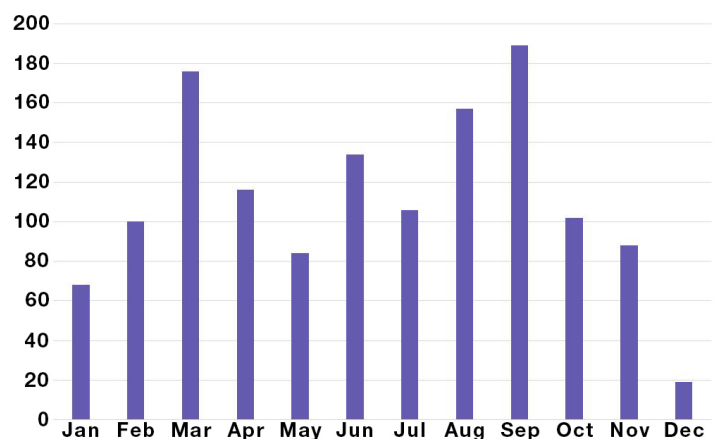
Fundamental to the success of this project was Ten10’s standard discovery process, which provided understanding of what the environment contains and how components interact. This was a precursor to understanding of the integration of external elements, following which we helped to develop a full point-to-point and end-to-end test approach for integrations, as well as a comprehensive test pack for both stock and customised application processes.

The project resulted in over 215 scripts being executed and raised over 800 defects, including development, environmental, and configuration

Scripts complete by month



Issues raised by month



issues. An accelerated performance approach was implemented, which enabled us to identify crucial performance issues including database deadlocking, load balancing, as well as providing evidence of system performance under load at both a protocol and presentation layer from multiple global locations.

User acceptance testing involved Ten10 working closely with the Hogan Lovells functional team. Ten10 identified UAT scenarios and then cross-referenced with the customised and stock processes to provide the necessary test coverage. We interacted with users, acting as first line support for those who undertook testing, created issues to be triaged, and Ten10 tracked coverage and completion. The success of this phase provided end-user engagement as well as confidence in the quality of the requirements analysis, which resulted in identifying customisations to be made.

Steve Capon, Head of Global Finance Projects, Hogan Lovells said,

“The implementation of Elite 3E is a major project for Hogan Lovells and is a critical foundation for achieving our strategic priorities. Partnering with Ten10 to develop a highly effective and professional testing approach has enabled us to pursue the implementation with pace and confidence.”

Tim Wistow, Ten10's Principal Legal Consultant commented:

“With such a complex environment it was important to implement enough rigour to provide Hogan Lovells with a robust test solution whilst offering enough flexibility for the testing to adapt to the changing circumstances within the programme.

In a project of this scale, the early identification of performance issues was extremely important in order for them to be addressed with minimal impact on resources and the delivery deadline. By drawing on our standardised toolkit of test assets we were able to accelerate the performance testing, providing Hogan Lovells with highly valuable performance insights early on in the process.”

About Hogan Lovells

Hogan Lovells is a leading global legal practice providing business-oriented legal advice and high-quality service across its exceptional breadth of practices to clients around the world.

For more information, please visit www.hoganlovells.com.

About Ten10

Ten10 is the UK's leading independent software testing company. Formed in December 2015 following the merger of two key players in the software testing industry, The Test People and Centre4 Testing, Ten10 helps organisations to innovate fearlessly and progress without limits. Through a rigorous and creative approach to software testing - delivered through a combination of best-in-class technology and talented, passionate experts – Ten10 give their clients the confidence to embrace innovation and business transformation, redefining the limits of possibility.

From strategic test consultancy and managed services through to staff augmentation, Ten10 is adept at delivering flexible and scalable software testing solutions for complex technical challenges. Key areas of expertise include; test strategy, functional testing, performance testing, test automation, mobile testing and accessibility testing. Ten10 works across a broad range of technologies and tools, and offers in-depth sector-specific expertise for; eCommerce, financial services, legal and professional services, public sector (including major Government departments), gaming and betting.

For more information about Ten10 please visit www.ten10.com.