From infrastructure to the end-user experience, Column’s BMC Remedy performance testing and triage services lower costs, improve performance, and promote continuous improvement.

The Challenge

Your organization has implemented a BMC Remedy-based solution, but you aren’t sure if it will perform as you expect or if it can scale to meet your business needs. Alternatively, availability and performance may already be issues and end user frustration is impacting morale, service delivery, and – ultimately – the bottom line.

What is often overlooked is that application performance is just one of three key drivers of an application’s return on investment (ROI). An efficient infrastructure is critical, and it’s important to optimize an application for your unique business environment, user needs, and usage patterns. But it’s all wasted effort if you don’t support the application’s efficient, effective use.

The solution: BMC Remedy Performance Testing

Column’s Testing Services capitalize on our worldwide experience in helping organizations improve services, processes, and operational efficiency.

Using the knowledge and experience from years of BMC Remedy engagements, we can measure the end-to-end user experience and identify issues across operating systems, databases, applications, workflows, and networks. At the same time, our performance benchmarking offers insights into your solution’s health and establishes baselines for ongoing performance tracking.

Key Benefits

- Test tool rental eliminates capital expenditures
- Performance testing for globally distributed solutions can take place remotely or on-site
- Approach tailored to your objectives
- Reduces the risk of end user frustration and aids adoption and acceptance among the user community
- Model the impact of software and environmental changes before delivery to a production environment
- A library of preconfigured ITSM 6.x / 7.x test scripts reduces implementation effort and risk
- Test scripts can be redeployed within BMC Transaction Management Application Response Time (BMC TMART) solutions

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Business and IT Department Assurance

A robust, structured approach to the end user experience and performance management early in the solution lifecycle helps business sponsors and those responsible for solution delivery. It assures your business sponsors that the solution offers an optimal end user experience, and it assures your IT department that the solution will meet its performance goals.

A Robust, Structured Methodology

The Column Testing Services approach uses a structured yet iterative methodology that meets your testing objectives.

Note: Artifacts depend on the testing initiative’s context.

Extending Testing Services to Business Assurance

Column Managed Services and Software-as-a-Solution (SaaS) customers benefit from performance testing from the onset. Both services use customer-specific benchmarks to configure Column Sentinel, a powerful event monitoring application that uses historical data to continually update performance thresholds. If Sentinel detects a potential application or environment issue, it sends alerts to IT department staff before it affects your end user community.

Software-as-a-Service (SaaS) Delivery

SaaS allows human resources departments the benefits of an integrated case management solution with minimal installation and maintenance costs and without adding technical staff. Your SaaS-enabled case management solutions reside on Column’s servers, and your users access them through secure Internet connections.

About Column Technologies

Established in 1998, Column Technologies is a global technology, management consulting, and services company with proven success across the public and private sectors. Headquartered in the United States, Column has offices in Australia, India, and the United Kingdom, as well as a global partner network.

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