



Prime Solutions

Testing Center of Excellence



QA CENTERS OF EXCELLENCE



Testing Centers of Excellence (CoE) improve the quality and testing capabilities of mid to large size organizations. CoE and shared service organizations facilitate cost savings, process standardization, resource sharing and governance.



QA CENTERS OF EXCELLENCE

Prime Solutions can lead your organization through a Testing Center of Excellence implementation as well as provide guidance and optimize your existing CoE. Prime Solutions will assess the organizations current processes and resources. Next, a plan will be developed to standardize and normalize the existing processes into a single integrated and measurable process. Then the existing test assets will be consolidated into the new standards and processes. Customized training materials and sessions will be developed and provided during the process to educate the organization on the new standards, process, roles and responsibilities. The CoE will permit centralized, standard reporting, governance and continuous improvement across applications and business units.

As part of a Testing Center of Excellence implementation, Prime Solutions offers remediation services to assess your current test assets and consolidate them into a standard format. This process will position the organization for effective test automation. Our expertise with quality management tools and test automation tools will enable organizations to successfully automate processes and testing.



HP SOFTWARE TECHNICAL SUPPORT



Due to overwhelming demand, Prime Solutions has extended its existing comprehensive software support to now include **HP Software** and select third-party products. With Prime Solutions Support, you have fast, reliable access to the Prime Solutions Response Center in Chantilly, Virginia. Prime Solutions Technical Support engineers work with your staff to provide advice on software features and use, problem diagnosis and resolution, software defect identification and access to upgrades and patches.



Why get support from Prime Solutions?

- ❖ Unparalleled support quality and deep product expertise even at Tier 1
- ❖ Knowledge of more than just the tools - QA process, regulatory compliance, virtualized testing
- ❖ Engineers who take ownership of your issues
- ❖ Faster resolution time
- ❖ Single supplier for product sales and support



What's included in a Prime Solutions Support Contract?

- ❖ Software product and documentation updates
- ❖ Support by phone and email 9am-5pm Eastern, Monday through Friday excluding federal holidays
- ❖ Problem resolution by HP Software gurus frequently using screen-sharing technology to streamline the process
- ❖ Access to the HP Knowledge Base



Which HP Software products are supported by Prime Solutions?

- ❖ HP Functional Testing (QuickTest Professional and WinRunner)
- ❖ HP Business Process Testing
- ❖ HP Performance Center & LoadRunner
- ❖ HP Diagnostics
- ❖ HP Quality Center
- ❖ HP Business Availability Center
- ❖ HP SiteScope



HP SOFTWARE TRAINING



Prime Solutions is a premiere training and certification partner for HP. Our consultants have outstanding real-world field experience, and have trained hundreds of HP users nationwide. We offer ongoing education and consulting, and can deliver onsite or offsite training classes on any of HP's products. We frequently design training classes specific to the applications that you deploy, and tailored to the needs of your business. Whether you are just purchasing a new software package, recently completed training, are about to roll out a new system, or are just looking for a few answers-- Prime Solutions has a support solution to fit your needs



HP SOFTWARE TRAINING

Our consultants can be made available for jumpstart, implementation or knowledge transfer engagements as short as one day to provide on-the-spot technical support, or for short or long-term troubleshooting and mentoring. We also provide vendor-certified product training classes to support every level of software usage.

At Prime Solutions, we have a reputation for making the HP tools work. We define our success by our ability to make you self-sufficient.

Courses:

- ❖ Using QuickTest Professional (3 days)
- ❖ Advanced QuickTest Professional (2 days)
- ❖ QuickTest Professional for SAP (3 days)
- ❖ Business Process Testing for Subject Matter Experts (2 days)
- ❖ Business Process Testing for Automation Engineers (2 days)
- ❖ Using Quality Center (1 day)



HP SOFTWARE TRAINING

- ❖ Quality Center Project Planning and Customization (2 days)
- ❖ Using the Quality Center Dashboard (1 day)
- ❖ Fundamentals of LoadRunner (2 days)
- ❖ VuGen Scripting for Web (2 days)
- ❖ VuGen Scripting for SAP (2 days)
- ❖ LoadRunner Hands-On Lab (1 day)
- ❖ Performance Center System Administration (2 days)
- ❖ Using Performance Center (2 days)
- ❖ Using WinRunner (2 days)
- ❖ Advanced WinRunner (2 days)
- ❖ Business Availability Center Base Configuration (5 days)
- ❖ Using SiteScope (2 days)
- ❖ Advanced SiteScope (2 days)
- ❖ Using Diagnostics (3 days)
- ❖ Diagnostics Installation and Enterprise Deployment (3 days)
- ❖ Diagnostics Administration and Customization (3 days)
- ❖ Diagnostics Usage and Administration (5 days)
- ❖ Using Diagnostics with Business Availability Center (5 days)



FUNCTIONAL TESTING



As information systems become more complex, the need for testing has never been stronger. The relentless pace of time-to-market pressures has reduced the duration of the software quality cycle. To add to this problem, most companies treat software quality assurance as an entry-level position - a stepping stone to more "important" careers. That's left relatively untrained people to test increasingly complex applications with less time than ever before.



FUNCTIONAL TESTING

Whether your environment is web, ERP/CRM, client/server, or legacy, we know how to test it. Our expertise in test planning, unit, functional and integration testing using HP's QuickTest Professional, WinRunner, and TestDirector for Quality Center, is unparalleled. But we also can help you in other areas you might not have considered such as **usability testing**, and **quality assurance methodologies**. This is even more applicable to the domains that we have a deep understanding of – Finance, Insurance, Healthcare, Energy, Telecom and Government.

With HP's recent announcement regarding end-of-life for WinRunner, many legacy Mercury customers are leveraging Prime Solutions's turn-key services – **WinMorphosis** to convert previously created automated test scripts. Prime Solutions leverages HP's Business Process Testing (BPT) to create modular QuickTest Professional scripts that are far easier and less expensive to maintain than the original WinRunner scripts. Deploying the rebuilt scripts using BPT makes the automated components more accessible to business analysts without requiring a background in scripting.



PERFORMANCE TESTING



Prime Solutions's turnkey **LoadRunner Implementation Service** gives customers the ability to identify and resolve concurrency issues, increase capacity, and improve performance across a wide variety of environments. This is accomplished via a set of load testing sessions executed by Prime Solutions LoadRunner specialists utilizing a proven performance evaluation methodology.



PERFORMANCE TESTING

Test environments rarely match the production environment. That's why pre-production testing isn't enough to prevent intermittent failures and certain kinds of performance problems. Our load testing service is specifically designed to address the needs of production systems. We can:

- ❖ Reduce costs by minimizing additional hardware and software purchases
- ❖ Protect revenue streams by resolving performance problems before they impact users
- ❖ Verify maximum user capacity and the associated performance at that level
- ❖ Ensure that security devices function correctly under heavy user load or denial of service attacks



PERFORMANCE TESTING

Prime Solutions engineers also employ **HP Diagnostics** to provide customers with in-depth details across multiple platforms including SAP, Siebel, Oracle e-Business Suite, J2EE, and .NET. Diagnostics allow for a detailed drilldown through the application layers to focus on the most predominant factors related to poor performance. With HP Diagnostics, Prime Solutions engineers can:

- ❖ Display specific methods, call chains and cross-server communications
- ❖ Isolate specific SQL calls which are exceeding SLAs
- ❖ Isolate specific SQL calls which are exceeding SLAs
- ❖ Identify the flow of individual business transactions across platforms locating previously unknown touch points, components and dependencies



PERFORMANCE TESTING

Large organizations often have multiple performance teams testing a variety of applications and systems. When this occurs, **HP Performance Center** is available to maximize ROI and minimize costs. HP Performance Center moves the traditional testing application to a web-based interface which can be used throughout the company. Performance Center allows you to:

- ❖ Reduce costs through the sharing of testing hardware across teams/platforms
- ❖ Web-based platform allows performance engineers access from anywhere within the organization
- ❖ Centralized repository of test scripts, scenarios and results
- ❖ Integration with LoadRunner and Diagnostics tools provides maximum detail to isolate bottlenecks
- ❖ Provides management a dashboard level view of all test projects and detailed status reports of testing progress
- ❖ Allows centralization of licensing and hardware



PERFORMANCE MONITORING



Monitoring is sometimes said to be more of an art than a science. We have to disagree. The reason that this sometimes appears to be the case is because monitoring tools give you an incomplete picture of what's going on. Let us show you how **HP Business Availability Center** and **SiteScope** can help you monitor from the end-user perspective. We'll help you identify problems before your users do.



PERFORMANCE MONITORING

Business Availability Center (BAC) provides customers with a single pane of glass to monitor their applications. This allows staff to quickly identify and correct problems as they occur. BAC Dashboard enables you to view current and historical trends across your environments. Highly customizable, BAC lets you select from a group of built-in views as well as create new custom views focused on your application. BAC allows you to:

- ❖ Manage incidents efficiently and effectively allowing you to stream line troubleshooting
- ❖ View problems and errors from you customer's perspective allowing you to see precisely how the issue occurred
- ❖ Implement a standard for error handling and resolution
- ❖ Gain insight and monitor multiple businesses across varies platforms and systems
- ❖ Provides off-the-shelf monitors for common ERP/CRM systems including SOA, Siebel and SAP



PERFORMANCE MONITORING

BAC has several key components which allow you to optimize your business:

- ❖ Business Process Monitor allows you to simulate transactions from a wide variety of internal and external locations thereby allowing you to locate performance and stability problems before they occur
- ❖ Real User Monitor allows you to monitor web applications and provide insight into user experience and behavior from a multitude of locations



PERFORMANCE MONITORING

Another key component of end-user monitoring is **SiteScope**. SiteScope allows you to monitor servers without installing software on the server (agentless). As a result of the agentless monitoring, SiteScope can be installed and configured in a very short period of time. SiteScope features:

- ❖ Off-the-shelf monitoring templates allow you to quickly setup and begin monitoring your applications
- ❖ Friendly user interface allows you to easily customize what, when and how to monitor your system
- ❖ Provides centralized monitoring location reducing cost and upkeep over disparate systems
- ❖ Allows you to setup custom monitoring alerts which can be sent directly to your administrators
- ❖ Alerts can be sent via e-mail, SMS, and SNMP with user defined escalation paths
- ❖ Web-based interface gives maximum flexibility throughout your organization
- ❖ Create custom procedures and actions including file execution, server restarts and disk management



FDA COMPUTER SYSTEMS VALIDATION



The Life Sciences Practice provides quality computer systems validation, 21 CFR Part 11 solutions and compliance consulting services to the pharmaceutical, biotechnology, and medical device industries. Prime Solutions focuses on providing cost effective, practical validation solutions to companies operating within an FDA regulated environment. Our professional staff has experience with manufacturing, laboratory, and clinical applications as well as business systems. Prime Solutions offers customized solutions for the implementation of automated testing and test management tools by working with each customer to satisfy the requirements of their specific validation process.



FDA COMPUTER SYSTEMS VALIDATION

Our CSV solutions include:

- ❖ **Turnkey validation projects:** plans, requirements, design and development, RTM, IQ, OQ, PQ, testing, validation reports
- ❖ **Outsourcing Services:** short and long-term onsite support.
- ❖ **21 CFR Part 11 related services:** Assessments and remediation
- ❖ **CSV training:** Conducting CSV-related training workshops and seminars

Prime Solutions takes a broad approach and can automate testing of most applications, either commercial or in-house. Because modern environments include complex electronic interactions, testing and validation can also include integration between applications. Prime Solutions works with each organization to determine what applications are critical for validation and identifying automation candidates that will produce the largest return on investment (ROI) for the customer. Prime Solutions professionals have a wide range of CSV-related system experience, including:



FDA COMPUTER SYSTEMS VALIDATION

❖ **General services:** 21 CFR Part 11 Assessment/Remediation, Gap Analysis, Quality Systems Audits, SOP Development, Customized training, and Automated testing services

❖ **Business Systems:** ERP, Electronic Data Management, and Document Management

❖ **Laboratory Systems:** Laboratory Information Management Systems (LIMS), Chromatography Data Acquisition Systems (CDAS), Spectrophotometers FTIR/UV-VIS, and other analytical software

❖ **Manufacturing Systems:** MES , PLC, DCS, and SCADA

❖ **Clinical Systems:** Clinical Data Management Systems (CDMS), Electronic Data Capture (EDC), and Clinical Trial Management Systems (CTMS)

Prime Solutions also provides a wide range of technology to accelerate validation according to the customer's applications and specific needs. For more information on our services, please [contact a Prime Solutions representative](#).



Thank you

