

Zoyto employs Neustar Webmetrics Full-Service Load Testing Services to enhance pre-launch testing.



Customer Challenge

Zoyto has developed a reputation in the supply chain management arena by providing flexible services that delivers results based on client needs rather than system or process limitations. This commitment to the outcome has attracted clients with increasingly complex requirements and increased transactional volumes. Zoyto has risen to the challenges by constantly improving systems and measuring performance to ensure the highest standards are met.

Zoyto developers continuously work to improve software performance for enhanced efficiency and to boost transactional capabilities beyond the levels required by their clients. This focus means that the company frequently has major software releases, creating extensive requirements for pre-deployment software testing under real world conditions. “We need to gather significant amounts of performance-related data beyond that generated by unit testing,” according to Dongmei Wu, Vice President of Software Development and CIO for Zoyto, “We need to find potential problems in the testing environment so that there is never an impact to our clients. We know that potential challenges are more likely to appear when there is a peak load on the server such as during a recent test when we discovered an issue that one of our software vendors needed to correct.”

Why Zoyto Chose Webmetrics

Zoyto concluded that Webmetrics had the greatest expertise and ability to quickly deploy a load testing solution to meet their immediate needs.

Specific reasons cited why Webmetrics was chosen include:

- **Speed and ease of implementation** – “Some other solutions would have required changes to our applications.”
- **Professional services** – “Webmetrics provided a load testing engineer who understood our needs.”
- **Low total cost of ownership (TCO)** – “Cost was a consideration for us.”

Two recent load tests demonstrated: a 59% increase in successful page views per minute; and a 38% increase in the number of concurrent users that can be handled.

About Zoyto

Zoyto is a leading order fulfillment and supply chain management provider offering a broad array of customer care and fulfillment solutions – including customer service, help desk and technical support, supply chain management, coupons and rebates management, as well as e-fulfillment and software development.

Went live in March, 2010

Founded in 1998 in Houston, TX

Maintains two development centers – Houston and Shanghai

Has a variety of customers in the consumer electronics and consumer goods industries, including several listed in the Fortune 500

Provides fully outsourced and turnkey solutions

The Webmetrics Solution

Zoyto now uses Neustar Webmetrics Full-Service Load Testing services to test mission critical systems prior to releasing upgrades. “We are testing scenarios that should exceed any real life situations,” said Ms. Wu. Zoyto now benefits from a load testing solution that:

- Tests bandwidth limitations, error rates exceeding thresholds, server CPU limitations, mis-configured servers (web, application and/or database), errant load balancing configurations, Web Services (discrete and transactional), and router/firewall failure or mis-configuration
- Supports virtually any web-based application via end-user simulations
- Handles near-infinite load generating capacity
- Runs multiple simultaneous user scenarios, weighted to match expected traffic, and provides full regression testing
- Creates detailed reports and breakdowns of testing results to fix problems fast

“With Webmetrics, we can properly load test before major releases, so our systems perform beyond the levels expected by our clients.”

- Includes a dedicated professional services test engineer to analyze the results and suggest corrective actions
- Is highly configurable to match real-world business requirements

“Implementation was a straight forward process,” explained Ms. Wu. “Webmetrics partnered with us to ensure that they delivered meaningful data and helped identify ways to improve system performance”. Ms. Wu went on to say that, “Our confidence grew when we had a real-life situation similar to the load tests, and analysis showed that the test results were close to the actual outcomes.”

Value

Ms. Wu described many of the benefits that Zoyto has realized by utilizing Webmetrics Full-Service Load Testing services.



System Performance

Zoyto has seen significant performance improvements in systems that leverage Webmetrics Load Testing without the need for additional hardware. Two recent load tests demonstrated: a 59% increase in successful page views per minute; and a 38% increase in the number of concurrent users that can be handled.



Customer Satisfaction

Zoyto’s clients continue to benefit from constantly improving system performance. “We are better able to earn our customers’ confidence. We do this by providing value-added services, demonstrating improved system performance, and reducing service outages. Our sales people talk about the impact of load testing on performance as part of the sales process. Better performance also helps our customers make more money.”



Business Operations Savings

Improved system performance and uptime as a result of load testing greatly reduces the need for manual labor within the business processes. This directly impacts efficiencies and quality helping Zoyto maintain lower costs for its clients.



Collaboration

Zoyto has IT operations in Houston and Shanghai. Since Webmetrics Load Testing is a fully managed solution, all IT resources have easy access to the testing system and results. This allows greater collaboration between Zoyto locations, reducing development time and costs.

Zoyto will continue to provide industry leading, outsourced services to their customers. Dongmei Wu, Vice President of Software and Development, summed it up best when she said, “With Webmetrics, we can properly load test before major releases, so our systems perform beyond the levels expected by our clients. This enables us to continue focusing on innovative developments in performance, efficiencies and service. Our clients benefit directly from this, and it allows me to sleep better at night.”