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## Continuous Performance Assurance

### Maintain the Performance, Scalability, and Stability of Your Site

*A Coban Performance Assurance Offering*

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#### Overview

The Continuous Performance Assurance offering is designed specifically for customers who have gone through our Readiness Evaluation, Performance Audit, or Rapid Bottleneck Analysis and want to make sure that their site continues to perform and scale through all future major and minor releases. Our team of experts will supplement your team to ensure that the performance, scalability, and stability of your site will never be taken for granted.

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#### Value Proposition

> **Prompt Planning and Execution**

Coban will help your team plan and execute your performance assurance strategy properly, making sure you test early and often for all major and minor releases. We will be engaged with your team regularly to make sure that all performance engineering related tasks are properly planned and executed.

> **Timely Root Cause Analysis**

If performance related problems arise in your production or test environments, our team of experts will perform the necessary root cause analysis to make sure the issues get identified and resolved quickly. Our ongoing involvement won't allow your performance and stability issues to languish, while your engineering, operations, and support teams focus on the functional stability of the system.

> **Performance Change Management**

To instill continued confidence in the performance, scalability, and stability of your site, our team will continuously regression test your site and perform root cause analysis when any performance, scalability, or stability issues are discovered. This will make sure your live site continues to perform and scale as new features are added. Planned infrastructure upgrades or changes may not be as benign as sometimes hoped, hence sanity-checking your changes before pushing them into production will prove extremely valuable in the long run.

> **Proactive Decision Making**

A live system often goes through changes after the launch such as increased content, or surges in user load. In order to make critical decisions in a timely manner before such changes impact performance and stability, constant monitoring and analysis of the system is required. Coban's team provides this service as part of CPA so that your team will learn how your site is being used and keep a vigilant eye on the end user experience. Using suitable 3<sup>rd</sup> party tools, our team will periodically:

- Monitor your end user experience;
- Perform trends analysis;
- And provide validation of your SLA with your customers.

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## ***Service Description***

### **> Regression Testing**

We will regularly regression test your site, making sure that system patches, upgrades, and new features don't have a negative impact on the performance, scalability, and stability of your site. Regression testing includes the following as needed:

- Baseline testing;
- Stress testing;
- Peak load testing;
- Longevity testing.

### **> Code Profiling and Root Cause Analysis**

We don't just tell you that things perform badly, we tell you why. During the baseline and stress testing phases, our team pinpoints the areas that don't perform. We then attach code profilers under load and determine down to the method level, the source of the bottlenecks.

### **> SLA Validation, Monitoring, and Trends Analysis**

Our engineers will automate the process of monitoring your site's regional and local response times, giving you an insight into your end user's experience on a regular basis. Using this data, you'll be able to determine whether your SLA is being met.

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## ***Why Coban?***

Coban is one of the very few organizations in the world that has a dedicated Performance Assurance practice and has a stellar record of bringing performance improvements to its customers consistently. Let our team of engineers and architects tackle all of your performance and scalability problems. We have extensive experience and unparalleled expertise that allow Coban to effectively manage your performance and scalability goals and quickly identify the root cause of a wide variety of related issues in the system.

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## ***Estimated Duration***

Annual Subscription.