



Shunra PerformanceSuite Helps the BBC Deliver Quality Media Applications to Journalists and Producers Worldwide



Formed in 1922, the British Broadcasting Corporation (BBC) is a world leader in program production, pioneering

communications in radio, television and online technologies. Renowned for its award-winning current affairs, documentary and lifestyle programming, the BBC today reaches 253 million homes in over 200 countries and territories across the globe. The company includes 58 international news offices and 250 correspondents worldwide, and the world's first fully-digital 24-hour newsroom.

Over the last three years, a research team at BBC R&D has been working on the development of high quality Windows and Linux based program production tools. These applications will allow journalists and producers to access the BBC's central library of video clips and source material from anywhere in the world, and view or upload/download these clips directly to/from the BBC's servers. As a part of this project, Chris Chambers, the Senior Research Engineer, has been testing the networking aspects of these applications. During testing Chambers found that under certain network conditions the applications would suddenly slow down or even stop working, and he had no way of separating networking issues from other hardware and software problems. To find the source of the problems Chambers realized that he needed a product that could realistically emulate the BBC's local and wide area networks in his lab, so that he could test and analyze applications and IT systems in real time in an environment that can be duplicated. This

Challenge

The BBC needed a system that would allow journalists and producers to access the central library of video clips and source material from anywhere in the world, and view or download these clips directly from the company's servers. But designing such a system was proving problematic for the BBC's research team.

Solution

They realized they needed a solution to accurately emulate the company's local and wide area networks in the test lab, so applications could be tested and analyzed in real-time under realistic conditions. BBC turned to Shunra for this solution. Shunra's PerformanceSuite allowed BBC to precisely recreate network conditions within their performance lab, enabling detailed and reliable analysis of their end-users' experience accessing the central video library. As a result, BBC was able to identify the root cause of their performance degradation, develop a remediation strategy, and test that strategy prior to making any changes.

would then enable him to set service level expectations and establish standards for using the applications.

He found and purchased Shunra's PerformanceSuite. "Shunra does what it says it does! Its GUI is very simple and easy to use," said Chambers. "It is now a very popular, important and integral part of our lab, and has helped improve the quality of what we do here. We use Shunra frequently. It has proven its worth many times over."

BBC R&D uses Shunra as an integral component of its network testing process, to create a realistic theoretical global network and proactively explore the performance of its media-based applications, which are particularly demanding in terms of performance. "We must know how these applications will perform under real-life network conditions, and what our journalists and producers in our national and international offices as well as our mobile users on location will actually experience, well in advance of deployment, so that we can set service level standards. Without Shunra, we could not have been as precise in our testing and we wouldn't have found as many problems until after we had deployed. Shunra's PerformanceSuite allows us to recreate problems and scenarios accurately, and repeat tests as often as needed to pin down the cause and effect of a problem and then solve it. This is where Shunra is really useful," said Chambers.

"By incorporating Shunra VE as a standard here at the BBC, we are able to ensure that our applications perform optimally when deployed in production."

Chris Chambers

Senior Research Engineer, BBC

Ask Shunra about how we can help you enhance your Application Performance Engineering efforts!

Visit www.shunra.com and request to be contacted.

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