



Hotwire.com Selects Shunra Software to Proactively Ensure the Performance of its eCommerce Applications Over the Internet



Discount travel site Hotwire.com has selected the Shunra PerformanceSuite to ensure its online travel applications will perform optimally under any remote end-user Internet condition, before they are deployed in production.

“Before using the Shunra PerformanceSuite, we had to make educated guesses. With Shunra, we now know in advance that our application changes are ready for customers and can move them into production more quickly. PerformanceSuite saves us time, effort and resources, and helps us avoid unnecessary risks, re-coding and re-testing,” said Cyril Bouteille, Hotwire.com’s Software Architect.

The Hotwire.com travel site is accessed by people using many different Internet connections – from slow modems to high-speed broadband and DSL. The Company constantly upgrades and improves its site and tests even the smallest of changes to see how they will impact the system. Hotwire.com’s Quality Assurance (QA) team sought to enhance its staging and load testing capabilities by replicating the production Internet environment as accurately as possible, and bringing the quality of remote end-users’ experiences into the entire application lifecycle.

“It is critical for us to replicate the true end-user environment, so that our customers get the most positive experience when visiting us on the web. Shunra’s PerformanceSuite gives us a great prediction of real-life production traffic, where we can

Challenge

To drive end user satisfaction and increase bookings, Hotwire.com needed to proactively ensure its online travel applications would perform optimally under any remote end user Internet condition, before they were deployed in production. Hotwire was faced with the challenge of frequent upgrades and improvements to their eCommerce site, along with a requirement to test even the smallest of changes to see how end user experience would be impacted.

Solution

Hotwire’s Quality Assurance (QA) team turned to Shunra to enhance its staging and load testing capabilities. With Shunra PerformanceSuite, they were able to emulate actual production network behavior within their test scenarios, establish baselines and build a library of real-world scenarios.

easily reproduce customer behavior as if these customers were actually accessing the Hotwire.com website from remote locations," said Bouteille. "Shunra's PerformanceSuite materially enhances our application and network testing, and planning efforts, and is now an integral and strategic part of our application lifecycle process. It provides a controllable staging environment where we safely experiment and test changes to our distributed eCommerce applications and infrastructure, see their impact on the rest of the system, and determine what works best - before deployment. We're particularly pleased with Shunra ability to capture and replay the actual production network behavior within the test scenarios, and we are using this capability to baseline our environment and build a library of real-world scenarios."

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Cyril Bouteille
Software Architect, Hotwire.com

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

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

Or contact Shunra directly at **1.877.474.8672** or **1.215.564.4046** (worldwide offices listed below)



Application Performance Engineering

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