



## Shunra PerformanceSuite Shows Kelly Services the Real End-Users' Experience in Texas, From the Lab in Michigan



Kelly Services, Inc. is a Fortune 500 company headquartered in Troy, Mich., offering human resources solutions that include temporary services, staff leasing, outsourcing, vendor on-site and full-time placement. With more than 2,300 company owned and operated offices in 26 countries, Kelly Services provides 700,000 employees annually to businesses around the world, with skills including office services, accounting, engineering, information technology, law, science, marketing, light industrial, education and health care.

As marketplaces turn increasingly global, Kelly Services is committed to maximizing technology to address the new business models and maintain its international leadership. Through its corporate technology initiative to ensure performance and quality throughout the application development life-cycle, Kelly Services selected Shunra PerformanceSuite to test and evaluate the network readiness of its global applications over its Wide Area Network (WAN), prior to deployment.

"Before we'd even heard about Shunra PerformanceSuite, we realized that it was not sufficient to test our applications over a 100 Mbps Ethernet LAN connection. We needed to see how our applications would perform over the real WAN," said Martin Schlenker, Network Engineering Manager at Kelly Services. "We could easily connect two routers and create a bandwidth restriction scenario but we could not interject the WAN's latency or the loss of data, and other WAN conditions. So we asked Cisco Systems if they knew of a product that could do this, and they recommended Shunra PerformanceSuite."

"We use Shunra PerformanceSuite continuously throughout our testing process and following deployment," said Bruce Morey, Systems Engineer with the Internet Engineering Team at Kelly Services. "One of its greatest benefits is that now, when our end-users say that the application is running slow, we can really see for ourselves, in our lab, what they are experiencing. This helps us find or prove where the real source of problems lies. No other product in

### Challenge

With a corporate technology initiative calling for performance and quality throughout the application development life cycle, Kelly Services knew that testing over a LAN connection would not be sufficient moving forward. The performance testing team could recreate bandwidth constraints within their test lab, but they could not emulate the latency of the WAN. This made it challenging, at best, for the team to establish reliable response time thresholds.

### Solution

Kelly Services now employs Shunra PerformanceSuite continuously throughout their testing process and following deployment to duplicate the customer experience. When end users say that the application is running slowly, the Kelly team can see for themselves in the lab what the customers are experiencing. Problem sources are identified and mitigated quickly.

our environment can actually duplicate the customer experience in this way.”

“Without Shunra PerformanceSuite, we wouldn’t be as confident as we are now, when we deploy new applications. There would be much more guesswork,” added Schlenker. “With Shunra PerformanceSuite we know if our applications will meet our response time thresholds at each of the branches, without having to actually deploy in production and find out the hard way. Shunra PerformanceSuite shows us reality not theoretical graphs.”

Kelly Services recently used Shunra PerformanceSuite to evaluate the performance characteristics of three new customer order and office management applications that it is in the process of deploying throughout its US branches. It particularly wanted to determine whether performance over the WAN met Kelly Services’ required response time thresholds, and what bandwidth was needed to efficiently support these thresholds. “Before approving the budget for the additional bandwidth, our senior management wanted to see exactly how it would impact application performance. They didn’t want graphs and charts; they wanted to experience the application performance themselves. So using Shunra PerformanceSuite we replicated our WAN environment in the lab in Michigan, and the CEO, CIO and CFO could literally see for themselves exactly how the application performed at branch offices in Texas. They were also able to see the difference in response times between one branch which utilized one bandwidth, and another branch that utilized a higher bandwidth – all without having to actually travel to Texas.” said Schlenker. “It would have been a nightmare of a coordination effort and too costly to do this test without Shunra PerformanceSuite,” he added.

**“Shunra PerformanceSuite is a very popular and valuable tool here at Kelly Services. Its very flexible and easy to use, and being able to set up the network and see what Shunra PerformanceSuite does through Microsoft Visio is great and it makes the product self-documenting. Furthermore, vendor support has been excellent!”**

**Martin Schlenker**

*Network Engineering Manager, Kelly Services*

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