

CASE STUDY

LARGE GOVERNMENT HEALTH DEPARTMENT

How KJR ensured continuity across critical health applications

Project: Patient Care Management System (PCMS) upgrade



KEY OUTCOME 1

Seamless LoadRunner upgrade supporting critical healthcare systems



KEY OUTCOME 2

Stabilised testing with adaptive automation under peak load



KEY OUTCOME 3

Developed reusable scripts enabling scalable future performance testing

BACKGROUND

This long-term KJR customer underwent system upgrades to their Patient Care Management System (PCMS) and Citrix servers and thus required an update to Micro Focus' LoadRunner for load testing this change.

An experienced and knowledgeable service provider of the MF suite, as well as Gold Partner in the software provider's ADM, CyberRes and ITOM pillars, KJR was engaged to deliver this work expertly.

CHALLENGE

During this engagement, KJR observed the application version changing without prior communication resulting in unnecessary time spent investigating the root of several issues. Ideally any changes planned to the testing application/environment should be communicated ahead.

SOLUTION

Boasting deep expertise and experience with Micro Focus' LoadRunner tool KJR delivered this update seamlessly and assured its continued functionality in line with the updates to the client's PCMS and Citrix applications.

KJR was able to identify several application issues during the test phase and solved these accordingly to ensure continued functionality without error. For example, the team uncovered that PCMS stopped responding to keyboard commands when tested under load thus to solve this issue scripts were updated with logic to enable mouse clicks when the keyboard option stopped working. KJR continued to troubleshoot any issues by developing and testing updated scripts.

DELIVERABLES

- LoadRunner version upgrade to 2021 R2
- Fixing scripts after new version of PCMS application and Citrix server upgrade
- Running the patch to fix LR security vulnerability issues
- Running the patch to fix LR Analysis Transaction Summary table issue
- Retesting of scripts in final state for the Citrix 1912 on premises version.
- Test execution with full load of 350 users

CASE STUDY

LARGE GOVERNMENT HEALTH DEPARTMENT

How KJR ensured continuity across critical health applications

Project: Patient Care Management System (PCMS) upgrade

KEY OUTCOMES

The customer can use the upgraded scripts for Load Testing their PCMS application now that their LoadRunner, Citrix and PCMS application servers have been upgraded.

- Upgraded load test scripts that can be/will be replicated and re-run to ensure efficiency for future application testing.

VALUE TO CLIENT

This large government health department gained critical assurance and improved system reliability through KJR's expert upgrade of their LoadRunner performance testing platform. This upgrade ensured seamless compatibility with the newly enhanced PCMS and Citrix environments, enabling continuous testing across vital health systems.

A critical defect affecting PCMS keyboard input under load was resolved with a mouse-click automation workaround, preserving test stability.

Security vulnerabilities and reporting issues were addressed, improving platform security and data accuracy.

With reusable, scalable load testing scripts, the customer is now equipped for efficient future testing. Overall, KJR's involvement reduced operational risk, improved test confidence, and enabled the client to support high-demand healthcare services with greater resilience.

TOOLS & TECHNOLOGIES

- LoadRunner
- Citrix
- Azure

