

The only hospitality enterprise in North America with an 18-hole golf course on the Las Vegas strip to earn both an AAA Five Diamond Award and a Mobil Five-Star ranking has even bigger plans. This world-famous flagship resort was expanding into additional facilities that were to double its suite capacity.



The Challenge

The expansion poses a major challenge for its IT teams. The entire IT production environment might have to be scaled up for the expansion, an environment that contains the enterprise applications for inventory and reservation management, floor gaming operations and accounting, room key management, and point-of-sale.

Of primary concern is the successful preservation of the hotel's 5-star rating and extension of that rating to the new property. The IT teams preparing for the anticipated operations load have no room for error.

Historically HP Load Runner was used to validate systems scalability prior to resort opening. Project cost several Million in budget, team of over 10 consultants and 9 months to complete. While results of the projects were declared as a "success" by HP, the resort experienced multiple cases of severe performance overload and unacceptable downtimes when it went into production mode.

The Solution

After evaluating several load testing solutions, the resort's IT management selected Enteros

Load2Test™ product to validate scalability of its key business systems. Enteros supported the resort team as they performed integrated load-testing of the hotel reservation system, the gaming floor management system, and the hotel reservation system using Load2Test.

A team of 3 Enteros load test engineers was tightly cooperating with resort domain specialists. Using novel backend-centric Enteros technology Over 150 complex business flows were identified, recorded and load tested within a 3 month time period, providing over **3 times savings** in load test development time over historical project duration, **4 times savings** in human resources and over **\$1,000,000 of savings** in direct project cost.

The Outcome

The integrated performance reports and root cause analysis provided by Load2Test led to the automated identification of multiple scalability bottlenecks.

After the bottlenecks were remediated, many transactions that previously took over than a minute were reduced to an order of sub-seconds. For example, overall Gaming Systems throughput increased by 300%.

The IT team gained other benefits as well. The effort produced a library of reusable load tests that will support their load testing efforts going forward. And once the expansion is underway, they have the option to apply Load2Test for business service monitoring in the production environment where it will collect performance statistics on their live systems and conduct audits of Service Level Agreement (SLA) compliance on demand.

The resort opened its doors in February 2009. All IT systems functioned flawlessly as validated by Enteros' Load2Test.

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