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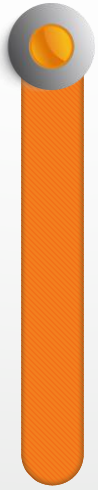

A DECADE WITH NEWTEST

A journey through QoE

Michel Fleury – DACH Director

THE BUSINESS CASE

- **Social security & pension financial group with a focus in persons insurance**
- **16,6 Billions Euros managed**
- **9 millions people insured**
- **8 000 Employees in France**

(source company figures 2012)

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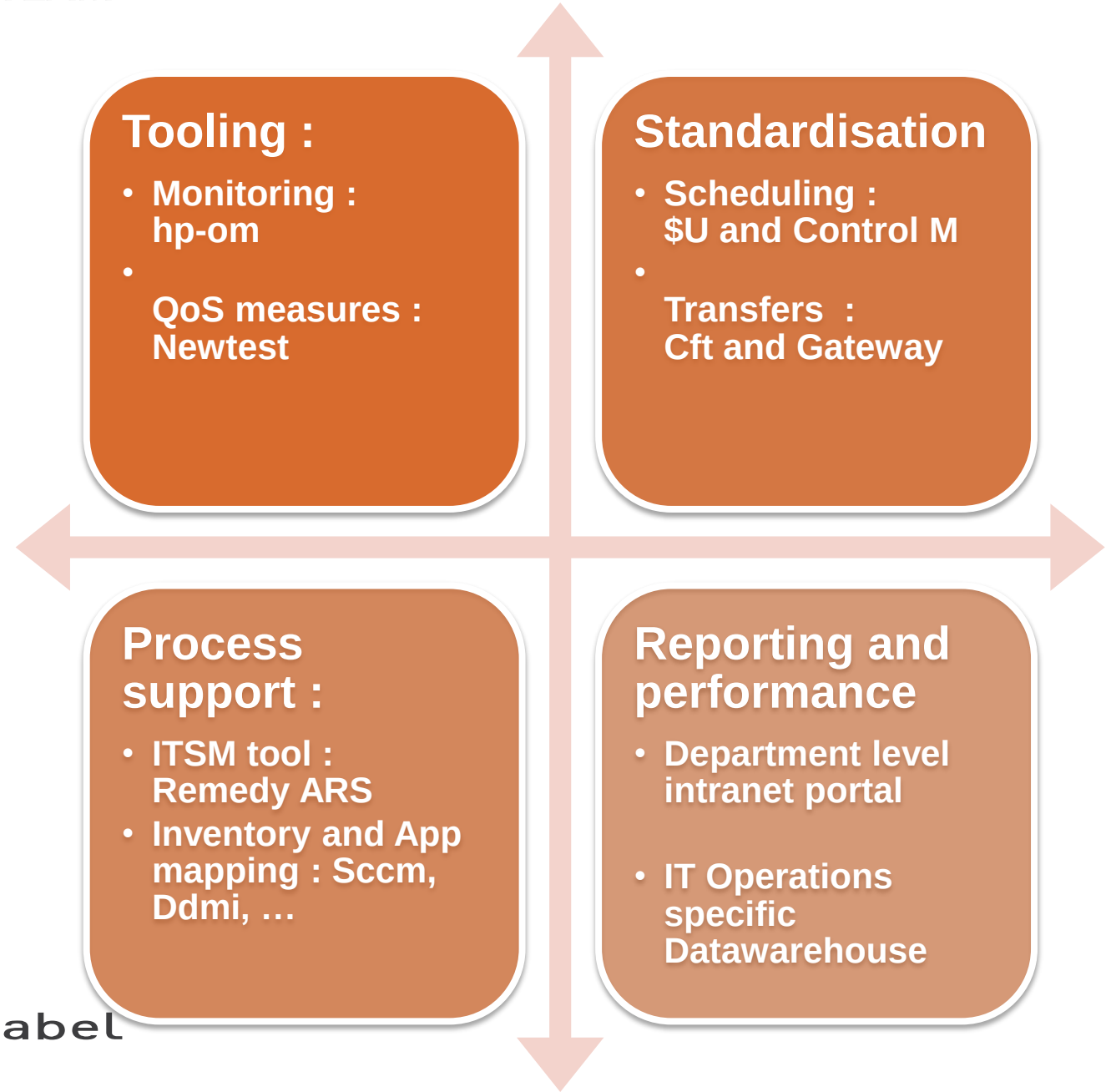
THE IT QUALITY TEAM : “TOOLS & OPERATIONS STANDARDS” TEAM



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THE INITIAL REQUIREMENTS FOR QOE (BACK IN 2000 !)

- **Why ?**
  - Strong commitment to manage cost efficiently while enforcing existing SLAs
  - Constraints : Multiple Business Information Systems changing quickly (from company wide business services to Internet community sites)
  - Monitor, measure, analyse, explain, report

- **Which services and apps ?**
  - Any activity deemed critical for the company business
  - Any app or service under SLA

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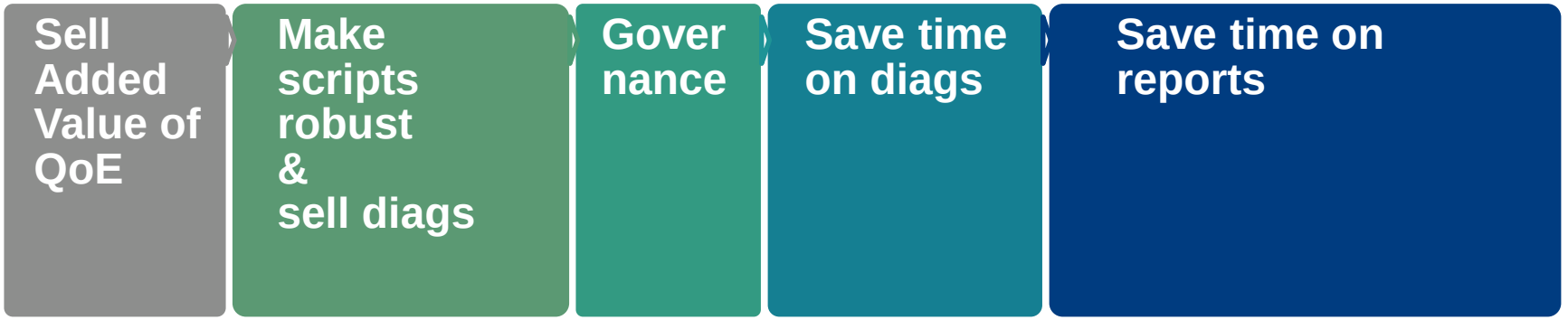
EVOLVING REQUIREMENTS !! …



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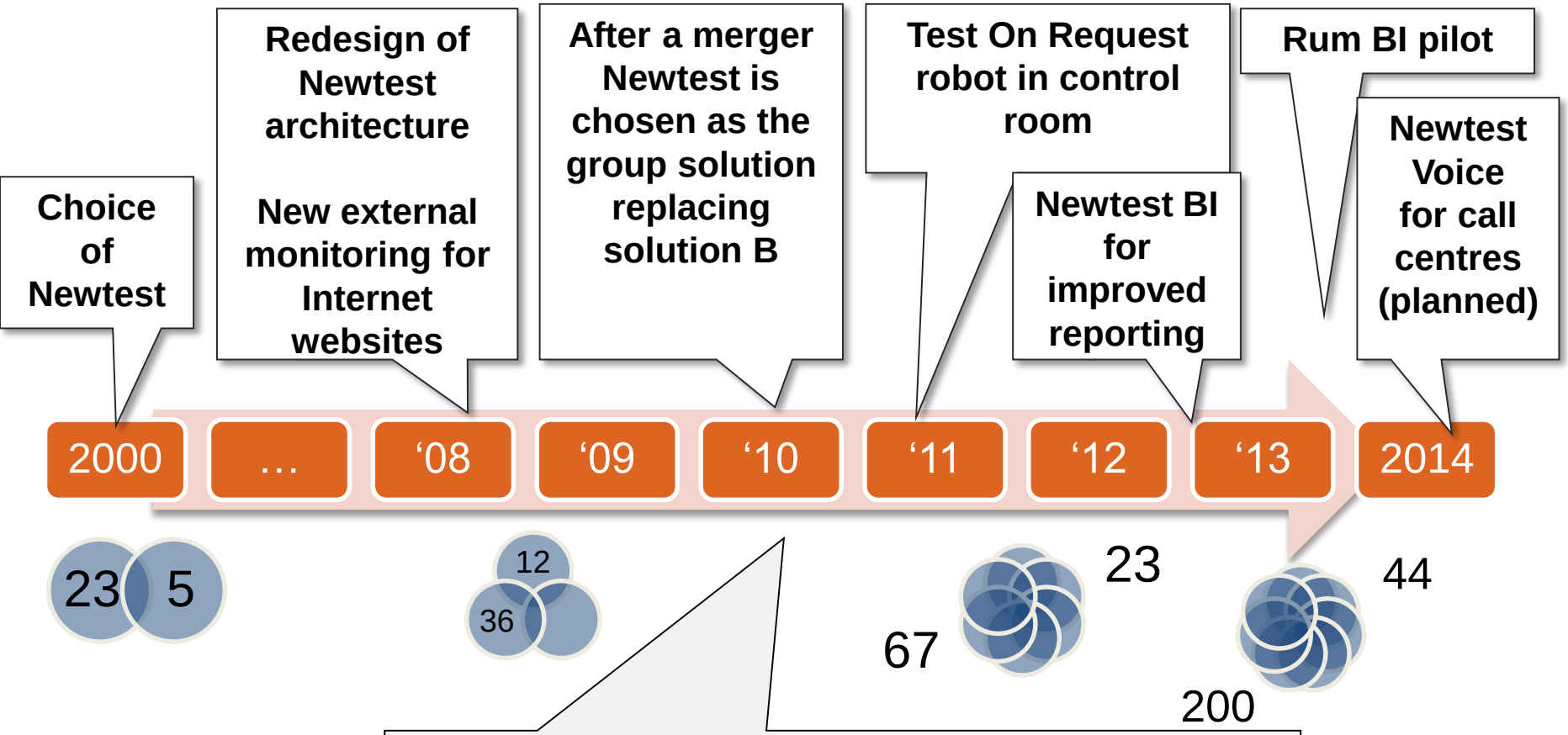
… REQUIRE A SCALABLE SOLUTION :-)



Reasons for the choice :

1: Real time view with simple access to diagnostics
2: Data can be excluded simply
3: Business & 24/7 calendars
4: Business hierarchy for tests scenarios
5: Additional features (SOAP – Voice VoIP)
6: Financial stability / ip-label core business

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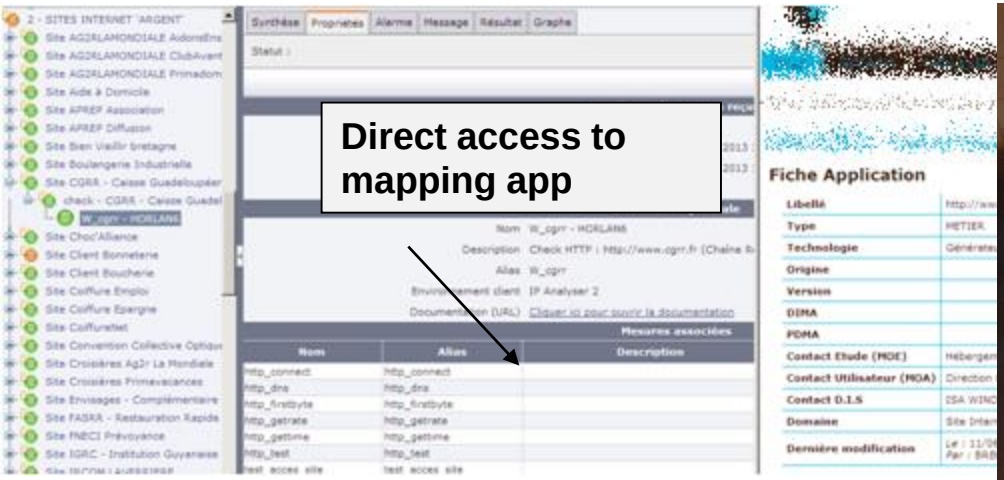
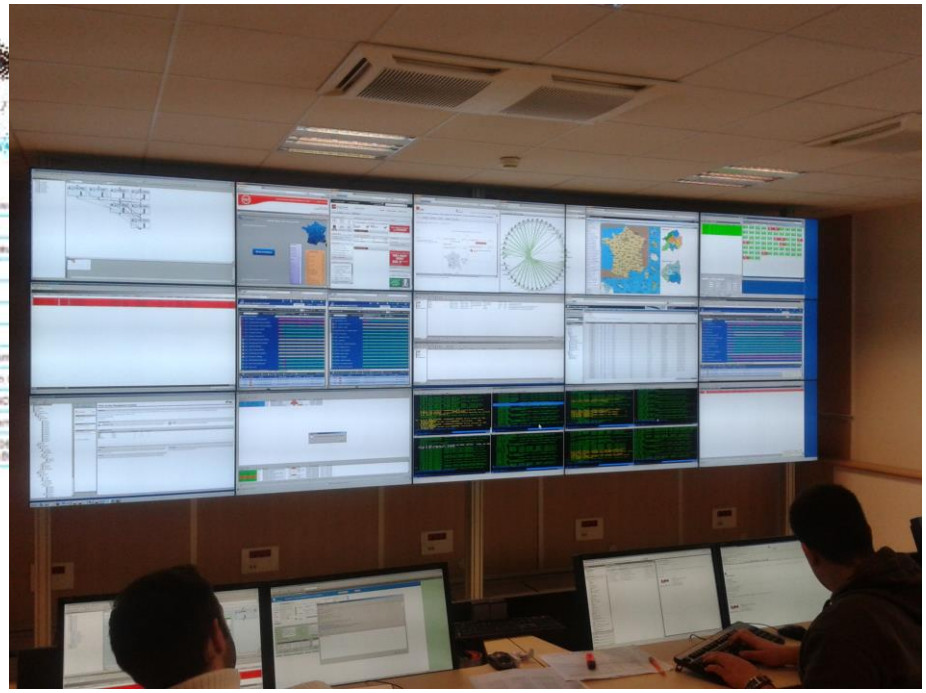
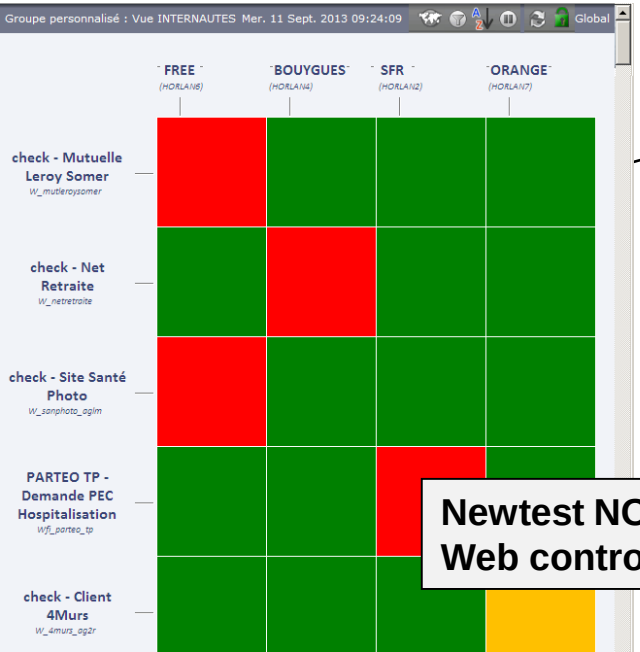
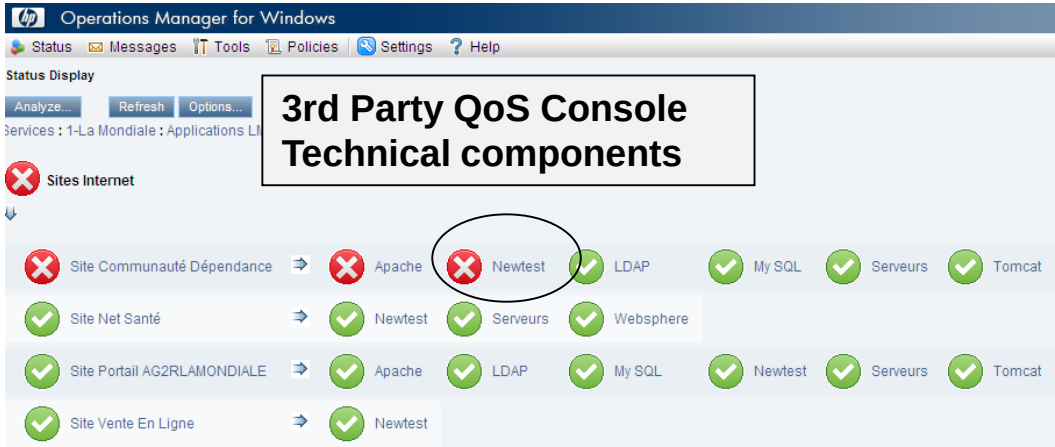
2010 : NEWTEST DAILY USE IN THE CONTROL ROOM





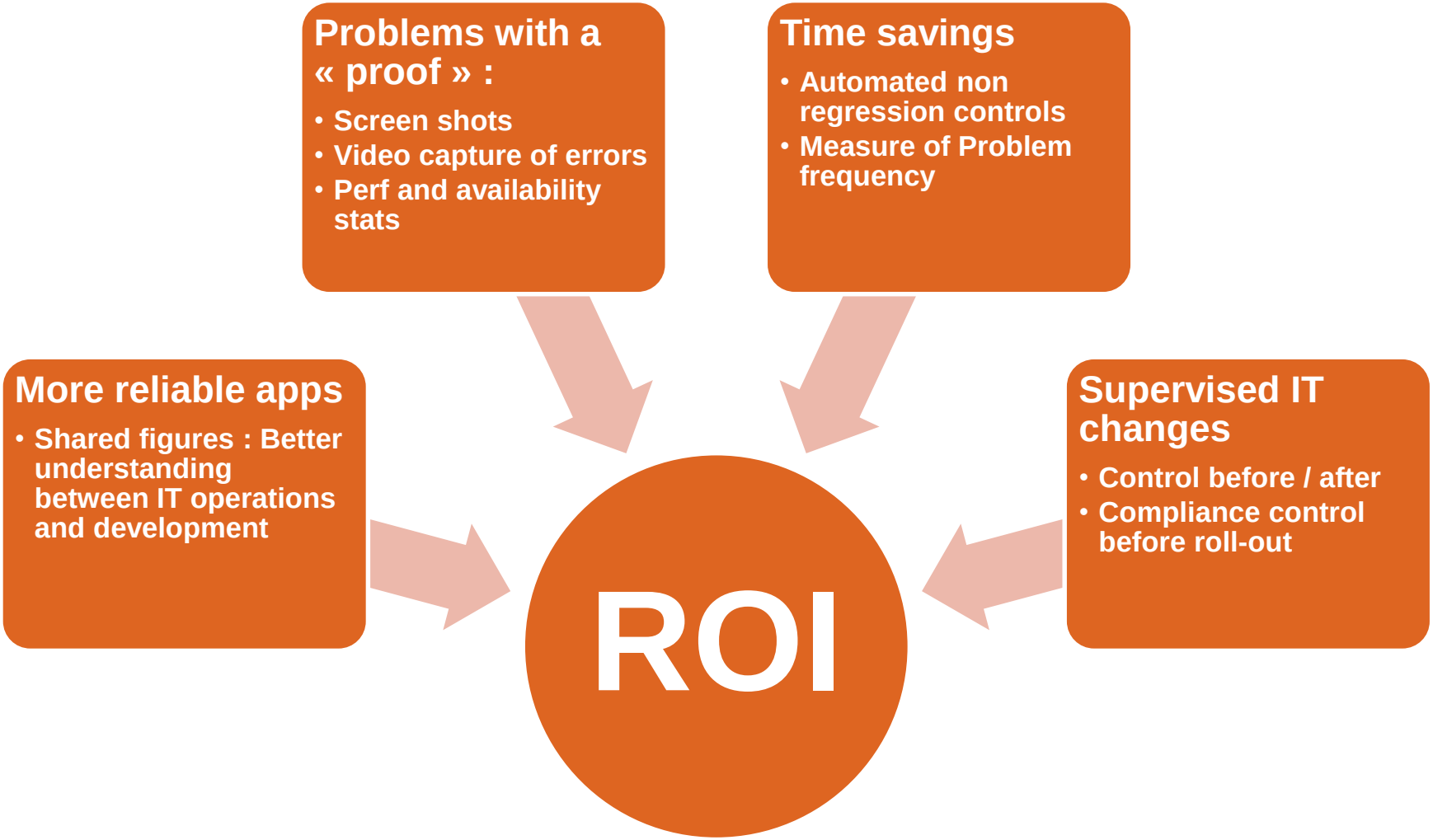


Newtest NOP for Web controls



3rd Party QoS Console Technical components

THE RETURN ON INVESTMENT (2000 -> 2010)



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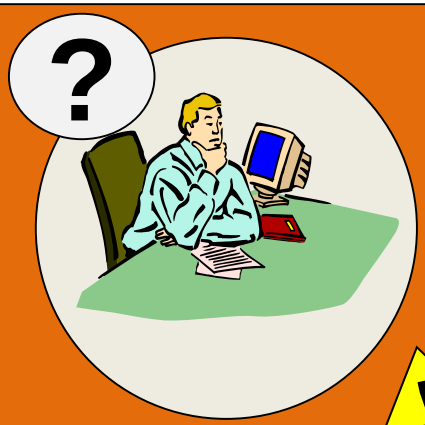
THE NEED FOR BUSINESS REPORTING (2012)



Mixing Newtest Data with other sources …

More than one year of stats ??

Non customisable reports !!

Too many Excel macros to format the dashboards !!

Dynamic reports … with drill down feature …

More generally, a BI reporting tool was needed

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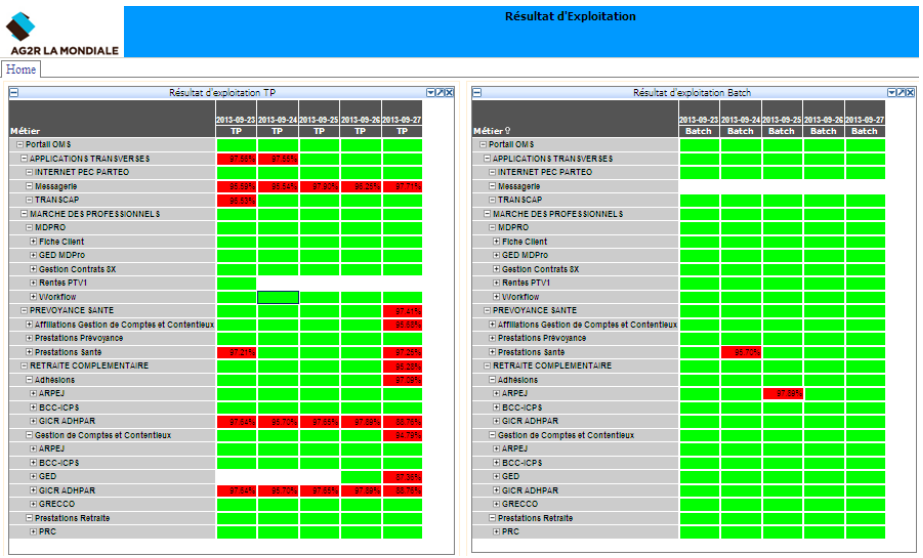
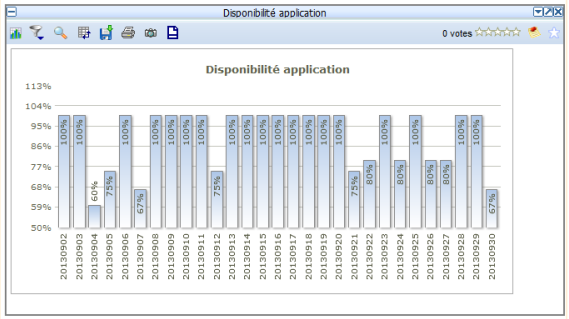
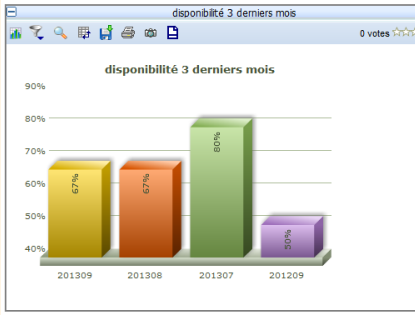
NEWTEST BI : ROLE BASED REPORTING

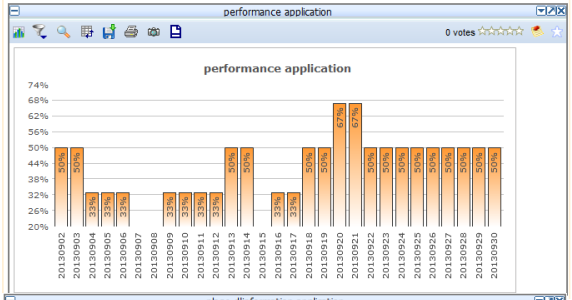
- One week availability
- ➔ Online report
- ➔ Local Business Unit managers

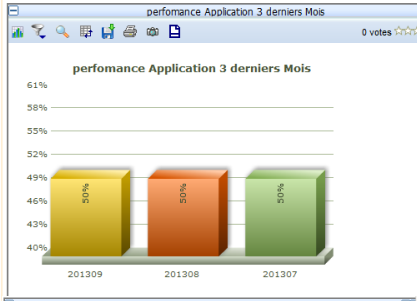
- Monthly app performance
- ➔ One A4 page per app
- ➔ Performance Committee

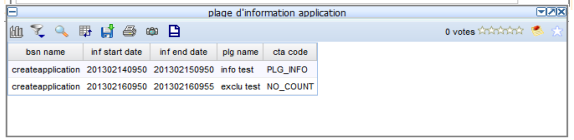


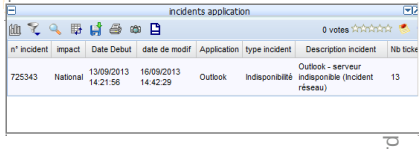












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THE NEED FOR REAL USER PERF. MONITORING (2013)

Slow down for real users?

Access devices to web sites more and more varied

Sampling does not reflect the business impact

Newtest works = User works ?

Slow down sometimes limited to one location/office

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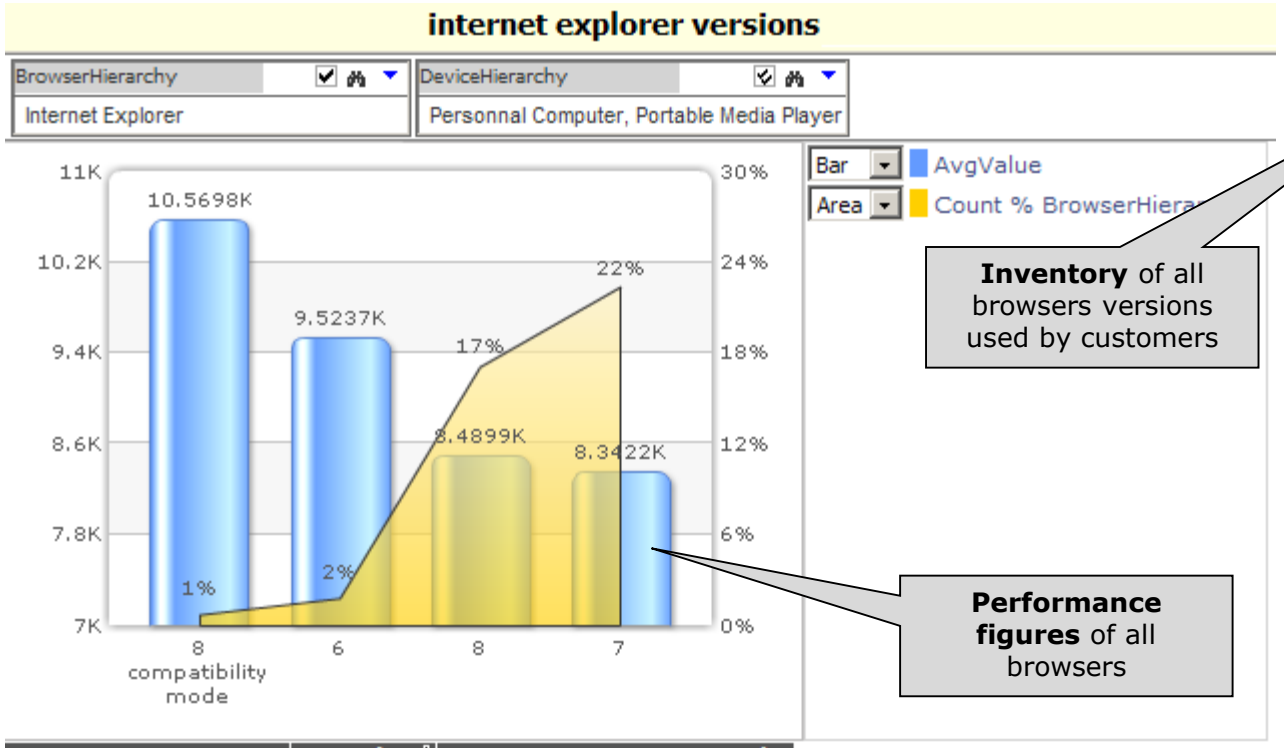
CAN WE STOP SUPPORTING OLDER BROWSERS ?



BrowserHierarchy	AvgValue	Count % BrowserHierarchy
Internet Explorer	8,484	41.90%
8 compatibility mode	10,570	0.67%
6	9,524	1.76%
8	8,490	17.06%
7	8,342	22.32%

Inventory of all browsers versions used by customers

Performance figures of all browsers

Impact analysis : % of global population with an old configuration (Internet Explorer 6)

BrowserHierarchy	IPCount
Internet Explorer	30,398
7	16,468
8	12,127
6	1,222
8 compatibility mode	511
9	68
5	2
Firefox	17,695
Google Chrome	15,717
Safari	5,588
Opera	188
Chromeframe	66
Google Chromeframe	48
Na	34
Dolfin	25
Iemobile	21
Iceweasel	9
Playstation	9
Chrome	7
Freebox	7
Opera Mini	6
Opera Tablet	6
Crazy Browser	5
Fennec	4
BrowserNG	3
NokiaBrowser	3
Nintendo	2
Fitel5Browser	1
Web os browser	1

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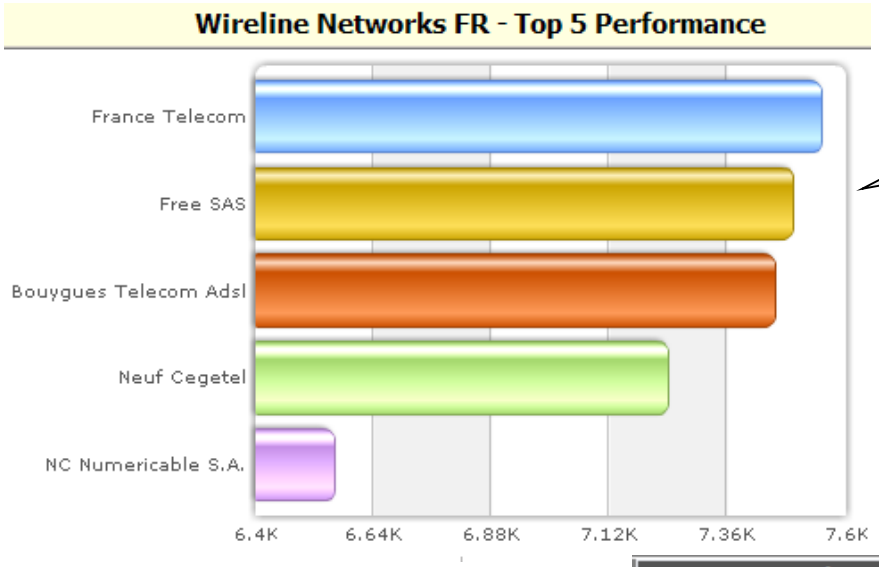
FINDING THE BEST CONFIG FOR THE SALES TEAMS



Performance figures :
Response time depending on originating access provider

Correlation :
By coupling access provider & access device one can advise on the best technical solution for sales force

DeviceHierarchy	ProviderHierarchy	AvgValue ⇧	IPCount
Apple	Neuf Cegetel	5,415	66
	France Telecom	5,488	116
	Na	6,246	40
	Free SAS	7,194	124
	Free Mobile SAS	9,946	65
	ORANGE-FR	10,950	151
	BOUYGUES TELECOM	19,665	95
Samsung	Neuf Cegetel	10,939	53
	ORANGE-FR	11,615	112
	Free SAS	12,067	61
	France Telecom	13,092	53
	BOUYGUES TELECOM	15,440	82
	SFR	17,089	37

Finding : Access times range from 5 to 20 s depending on Provider & device !!!

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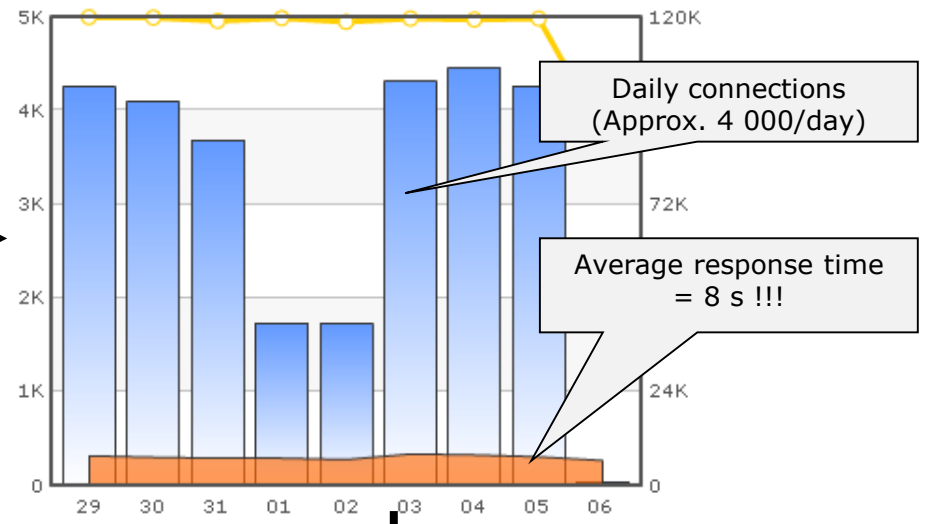
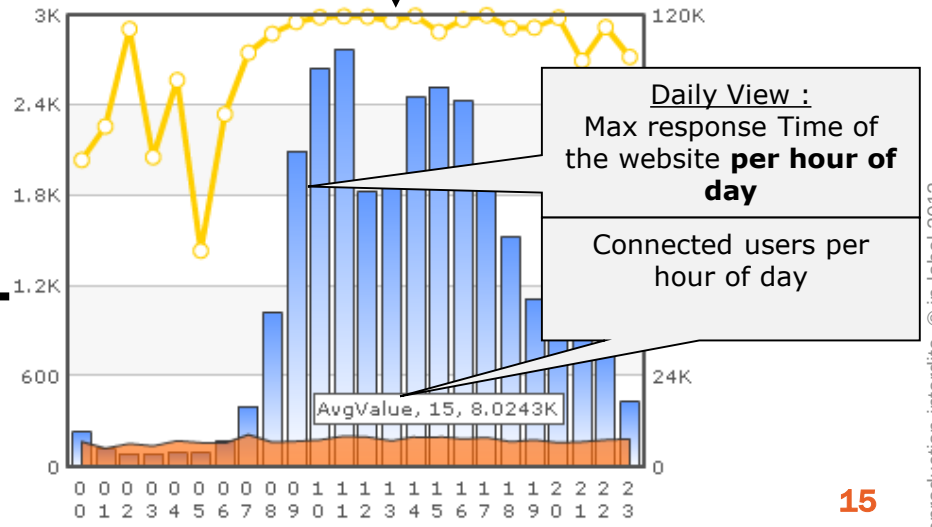
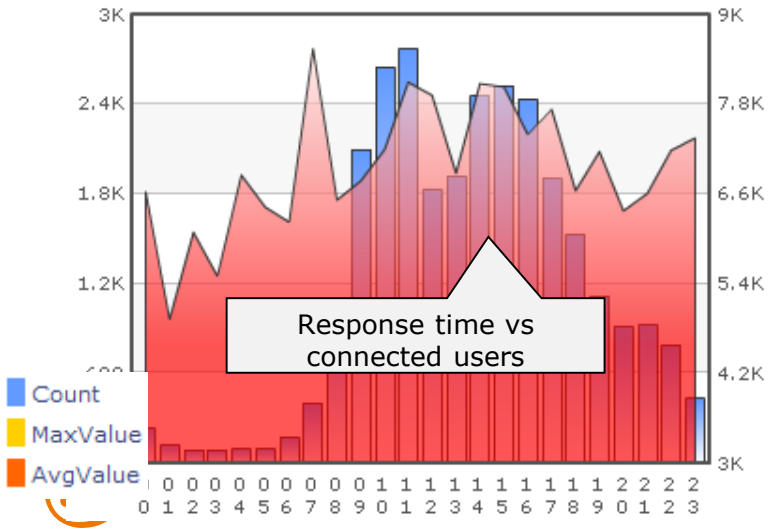
IS THE INTERNET SITE EFFICIENT UNDER LOAD ?

TimeZoneHierarchie	Count
09-September	16,532
04	4,458
03	4,308
05	4,265
01	1,734
02	1,727
06	40
08-August	12,027
29	4,252
30	4,089
31	3,686

Inventory :
Identification of the most busy day for the current week







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THE NEED FOR VOICE QUALITY CONTROL (2014 ?)

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CONCLUSION

- From 20 to 200 monitored apps
- From Citrix to Web and Voice
- in 10+ years of QoE requirements …
- … building on the Newtest suite

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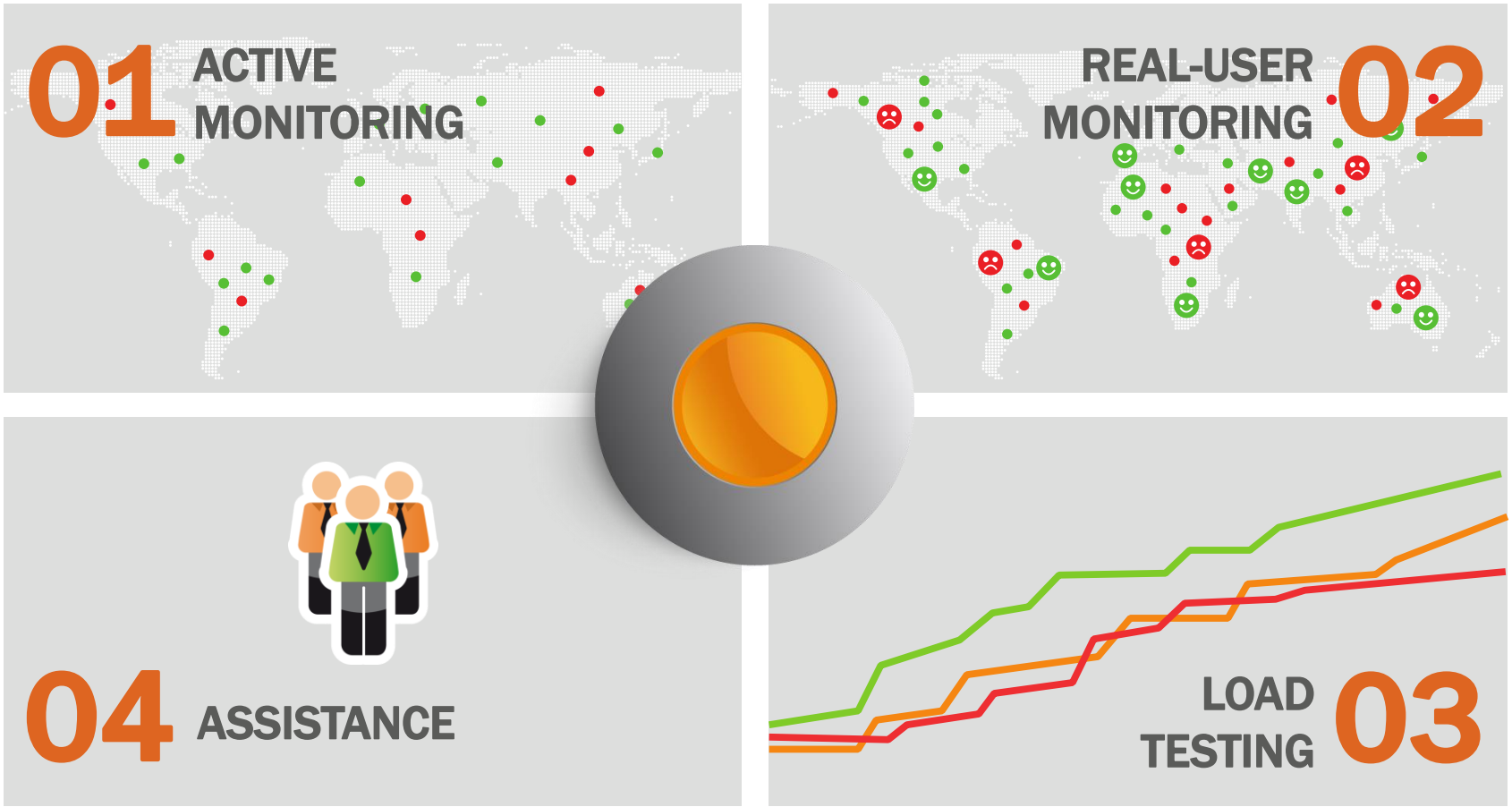
OUR OFFERINGS



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Questions & Answers

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