

3 Weeks to Go-Live: Validating a **\$50M SAP Deployment** on a Deadline No Vendor Would Accept

The customer had three and a half weeks left before a \$50 million SAP deployment either went live, or didn't. The gap? They had performed no performance testing. Yes, you read that right. Zero performance testing had been done on the system.

3 weeks

engagement duration

500

simultaneous user logins

50

simultaneous users
accessing a project

50

simultaneous users
generating a report

The Business Challenge

They needed to establish whether its SAP environment had been appropriately sized for production and whether it could support three critical scenarios:

500 simultaneous user logins

50 simultaneous users accessing a project

50 simultaneous users generating a report

The customer had already spent months looking for a provider that could deliver the work as a focused engagement. Most organizations they approached wanted to establish a longer term performance testing program. There simply was no time for that.

Merito took on the engagement with approximately three weeks to define the requirements, establish the testing strategy, procure and configure the technology, build the scripts, execute the tests and deliver the final findings.

THE CHALLENGES

No existing
performance baseline

An aggressive
timeline

No room for tool
delays

Complex SAP testing
conditions

Licensing and product
issues

INDUSTRY	Enterprise SAP	FOCUS	Performance Testing, Quality Engineering
BUSINESS INITIATIVE	\$50M SAP deployment	DURATION	Approximately 3 weeks
TESTING SCOPE	Load, stress and spike testing	CRITICAL WORKLOADS	500 simultaneous logins 50 simultaneous project users 50 simultaneous report users
TECHNOLOGY	OpenText LoadRunner Enterprise, VuGen and Analysis		

The Solution: A Performance Strategy Built Around the Business

Merito used the customer’s current and anticipated user behavior to create a broader performance strategy. The testing included:

We also planned endurance testing, although the compressed timeline meant there was ultimately not enough time to execute it.

- Load testing
- Stress testing
- Spike testing
- Ramp testing
- Multiple workload levels from low load through extreme stress

Testing Realistic User Behavior	For the 500 user login requirement, we created workloads that reflected more realistic behavior. The strategy included 200 simultaneous logins followed by 300 users arriving progressively. We also tested five batches of 100 users over approximately ten minutes to represent a typical morning start period. This allowed us to understand not only whether the system could withstand a spike, but how it behaved as users progressively entered the environment.	
Testing Beyond the Expected Maximum	The customer’s expected future growth was also incorporated into the workload design. We tested beyond the anticipated maximum to understand how the environment behaved under significantly higher demand. The objective was to establish whether the system had sufficient capacity not only for the immediate go live requirement, but also for near term growth.	
Custom Analysis and Reporting	Merito exported the raw performance data and built custom graphs to make the results easier to interpret. The analysis showed:	
	How performance changed as load increased	Where meaningful changes in system behavior occurred
	Average response times	Standard deviations
	Overall application performance and stability	

The result was a view of system behavior that could be used for a business decision, rather than simply a collection of test results.

Merito Value-Add

Switching tools without losing speed

The customer had looked at performance testing solutions previously, and for various reasons, could not be licensed and delivered fast enough for the timeline, so Merito helped them pivot, quickly, to OpenText LoadRunner Enterprise instead: LRE on a PostgreSQL backend for the core platform, VuGen for scripting, and Analysis for digging into results. That pivot is what being vendor-agnostic actually looks like in practice. When the tool you planned on cannot move at the speed you require, you switch to the one that can, without losing momentum.

Building from scratch

With no existing SLAs to work from, Merito built the bar from scratch. The team talked to the client about current user counts and activity patterns, projected growth over the next one to five years, and built targets at more than 200 percent of that anticipated maximum. Single-user baseline testing got combined with SAP's own benchmarks to calculate SLA thresholds specific to this environment, rather than borrowing generic numbers from somewhere else.

Solving problems in real time

VuGen's 32-bit architecture and roughly 2 GB of usable RAM meant it kept crashing against modern web traffic until the team adjusted its correlation approach. SAP's dynamic session tokens (x-csrf-token, sap-login, moin) had to be correlated by hand through every iteration, work that is far more manageable through the SAP-Web protocol than built from nothing. Session state leaking across iterations got fixed with explicit cookie cleanup and logout calls.

Quality Engineering Beyond the Tool

The engagement required more than knowledge of LoadRunner Enterprise. The Merito team had to understand the SAP application's behavior, authentication flow, session management, dynamic tokens and workload patterns. When technical issues emerged, we isolated whether the problem was with SAP, the test configuration, authentication, session state or the testing tool itself. That allowed us to keep the testing focused on the question that mattered.

Shared ownership with the customer

The hardest moment came the night before the final report was due, when the license sold to spike-test the 500-user login turned out to have a bug in the vendor's own application. Merito's team got on a support call with OpenText and stayed on it for six hours straight to secure a temporary license with the right entitlements, so official testing could still happen on time. Both teams ran "all hands" troubleshooting sessions when things got hard, one team member escalated directly to OpenText contacts and stayed on it until there was a workaround, and another kept the client's project manager looped in with real-time updates.

Business Impact

The Confidence to Go Live

The testing showed that the SAP environment operated as expected from a performance perspective, with acceptable performance degradation as load increased. The environment was appropriately scaled for the customer's current requirements, with room for future growth based on the anticipated needs discussed during the engagement.

Quality Engineering beyond the tool

The team also identified several one off 403 Forbidden issues associated with a login configuration the customer was already working to address. More importantly, the testing identified configurations in the login process that were affecting performance.

Real findings

The testing surfaced real findings, the system was sized appropriately for current needs, with real room to grow, and performance degraded predictably as load increased. Merito exported the underlying data and built custom graphs showing exactly how performance scaled with load, where the inflection points sat, and average response times with standard deviations, giving the client something they could actually read and act on.

The client's reaction was straightforward appreciation, for the effort and for visibility into a system they had not had this clear a view of before. They ultimately had the evidence and confidence needed to make its final go live decision on the \$50M SAP deployment.

Confidence was the deliverable. A go live decision of this size is rarely blocked by one broken thing. It is blocked by not knowing. Three and a half weeks earlier, the customer could not answer a basic question about the environment they were about to put fifty million dollars behind.

By the end of the engagement they could answer it with data, and show their work to anyone who asked. The scope was set by the decision in front of the business, the work was sized to the time actually available, and the evidence belongs to the customer.

The Merito Difference

This engagement is a good example of how Merito approaches complex enterprise testing.

BEFORE THE ENGAGEMENT

- No performance testing
- No established performance SLAs
- No testing strategy
- No performance baseline
- A \$50M SAP go live decision approaching rapidly

Merito brought the Quality Engineering expertise to turn that risk into a structured testing strategy, the technical capability to execute it, and the flexibility to adapt when both the timeline and technology changed.

THREE WEEKS LATER

- A defined performance strategy
- Established testing thresholds
- Load, stress and spike test results
- Analysis of realistic and extreme workloads
- Visibility into application behavior under load
- Identification of login configuration issues
- Evidence to support the go live decision

We moved from requirements definition to testing and reporting in approximately three weeks. We worked across SAP, authentication, session management, scripting, workload design, performance analysis and vendor support issues.



Merito is a Value-Added Partner delivering AI-powered, secure, efficient and lasting enterprise solutions in AppSec, Quality, and DevSecOps.

Delivering Application Quality & Security across the SDLC