Infuse Consulting Limited
SaaS
Performance Engineering powered
by LoadRunner in the G-Cloud

At a Glance

Infuse Performance Engineering powered by LoadRunner in the G-Cloud (Infuse Performance Engineering) is a remote and onsite delivered engagement which provides a managed environment of Micro Focus LoadRunner in the G-Cloud.

Micro Focus LoadRunner is trusted by organisations around the world to help minimise hardware and software investments by leveraging performance load farms on an as-needed basis. Scale and mature from single projects to a full-scale testing Center of Excellence, standardising best practices. Align application performance with business objectives through strategic performance management

Today, with so much to do and so little budget to do it with, Infuse Performance Engineering provides you with one of the most comprehensive solutions for enterprise scale performance engineering. A globally accessible LoadRunner on SaaS platform gives you the ability to initiate load externally, as well as internally within your firewall, to help you validate application performance against your business requirements, and mitigate risk associated with application deployments and upgrades, ranging from Web 2.0 to Enterprise Resource Planning (ERP) and Customer Relationship Management (CRM) applications.

The Infuse Performance Engineering solution helps you get actionable results quickly. To address your performance engineering needs, Infuse offers a very flexible service model that includes options for platform service, turnkey scripting and load testing service, and strategic platform service to enable you to deliver strategic performance management practice back to the enterprise.

Key Benefits

- Pay-as-you-go fee structure
- Executive Dashboards
- On-going onsite and remote mentoring with assignment of Infuse Micro Focus ATP certified Technical Account Director
- Scalable environments capable of generating global scale loads
- Minimise hardware and software investments by leveraging load farms on an as-needed basis
- Wide range of more than 60 protocols
- Broad set of Micro Focus and third party integrations
- A la carte configurable service

A la carte User Module

Module	Availability
Micro Focus LoadRunner	Yes
Analysis & Reporting	Yes
Tuning Cycles	Yes

Administration

User Management	Self-service or Managed
Project Management	Self-service or Managed

Integrations

WebTrends	Yes
TaskTop	Yes
Grid Tools	Yes

LoadRunner SaaS

Support	9-5 Monday to Friday (via telephone or web)
Availability	Service level objective of 99%
Upgrades	Included
Security	ISO/IEC 27001:2005 certified IL3 compliant ITL certification ISAE 3402/SAS 70 type I and II

The [Infuse](#) [Performance Engineering](#) service model simplifies adoption for customers and allows you to experience the full benefits of Micro Focus LoadRunner without the need for infrastructure investments or extensive administrative staff training.

The service is delivered remotely and securely through the Internet, eliminating the need for onsite hardware and administration, and provides 9 - 5 support. You can begin using your [Infuse](#) [Performance Engineering](#) in a matter of days versus months, allowing your performance team to focus on business outcomes rather than running software.

[Infuse](#) [Performance Engineering](#) offering includes a Technical Account Director (TAD) to help you accelerate usage and drive adoption to maximise the full value of LoadRunner. Infuse TADs are Micro Focus ATP certified (ex AIS/ASE) certified and ready to mentor your performance team on the most current performance engineering best practices. Their job is to not only see you get the support you need throughout the term of your service, but to also drive adoption and continual process improvement.

Our commitment to you throughout the term of the service is to set up, monitor, and facilitate success. Our number-one goal is to help you successfully adopt Micro Focus LoadRunner through a lower-cost SaaS model and reap the benefits of this industry-leading software.

The customer also has the option to leverage their own on premise load generators but still have the flexibility of the SaaS licence structure. They can purchase the number of virtual users and protocol types they need for as long as they need them, and scale up or down as projects evolve. Performance tests can be executed from on premise load generators behind a firewall or on the cloud.

The service can be extended with add-ons including other Micro Focus tool integrations, Third Party add-ons including TaskTop, and consultancy services for scripting, execution and performance test management.

The offering is available on a subscription basis, thereby fitting the timelines and budget of any organisation. Access is via Internet Explorer with a secure URL, allowing access from different location and by different teams.

Included and Optional Service Features

Operational Services

Feature	Delivery Specifications
Solution Provisioning and Configuration	Onsite components are installed and configured at Customer's site by the Customer or customer-contracted consultants. Infuse SaaS (powered by Micro Focus) does not operate or support onsite components on behalf of the Customer.
Scheduled Upgrades	Infuse SaaS LoadRunner powered by Micro Focus minor version upgrades and binary patches will be performed by Infuse/Micro Focus as part of the service when an upgrade version is made generally available and has been validated in the Infuse SaaS LoadRunner powered by Micro Focus environment. On Infuse SaaS LoadRunner powered by Micro Focus major version upgrades are offered by Infuse/Micro Focus as part of the service when an upgrade version is made generally available and has been validated in the Infuse SaaS LoadRunner powered by Micro Focus. These major version upgrades are significant release upgrades to the product; The upgrade will be forced when on a multitenant service, on single tenant the Customer should assess their technical readiness for the upgrade prior to arranging to implement the changes.
Scheduled Maintenance	Maintenance will be scheduled between Saturday 22:00 to 04:00 Sunday GMT, and at other times outside normal business hours, during nights or on weekends or holidays. The window will be used on an as-needed basis. The Infuse SaaS ALM powered by Micro Focus solution may be subject to mandatory upgrades that are scheduled in agreement between the Customer and Infuse SaaS. These upgrades may require downtime in addition to the maintenance windows noted above.

Data Backup and Retention	Database backup for the Infuse SaaS LoadRunner powered by Micro Focus solution are retained on site for the most recent fifteen days. All file systems run on clustered network attached storage that is mirrored and features RAID storage. Additional facility for data retention off site is available for up to ninety (90) days
Project Restore	Project restores due to corruption are provided throughout the term of the service. Up to three project restores per year due to user error are provided per subscription. Restore requests should be submitted via service request to the Infuse SaaS Service Operations Center (SOC). Turnaround time is based on the severity of the business impact. Restored projects may either be placed in a temporary domain for view access or may overwrite a production version of the project, per Customer guidance.
Security and Audit Management	The data centres used to provide these services are located within the UK mainland. The data centres are rated at T3+, using the TIA assessment. ECS-G VLoadRunner Service will be hosted at Micro Focus List X Data Centres within the UK mainland. In addition to the operational security processes Micro Focus have comprehensive infrastructure security built into our next-generation data centres, including: •Biometric Scanners and Key Card Access—Access to the data hall is controlled by multiple levels of key card and/or biometric iris or palm scanners •Site monitoring includes indoor/outdoor video surveillance and on-site security personnel on a 24x7x365 basis •Redundant power supply and network connectivity options •ISO 27001 and ITIL certifications •ISAE 3402/SAS 70 Type I and II •ITIL-based operations •Encrypted identity passwords for system user access •Dedicated network compartments for each G-Cloud customer with a perimeter firewall •Data secured in the Storage Area Network using industry standard storage containers that restrict G-Cloud customers to their allocated storage •SAN storage subjected to a 3-pass wipe process when removed from operational use so that data are removed before storage media are returned to the resource pool
Availability Service Level Objective	The Infuse SaaS LoadRunner powered by Micro Focus (LoadRunner components) solution is designed for an availability service level objective of 99%. The Infuse/Micro Focus SaaS availability service level objective starts on the "Go Live Date," the date when the Customer end users access the production environment with production data. The Infuse SaaS availability service level objective shall not apply to performance issues: • caused by overall internet congestion, slowdown, or unavailability •caused by unavailability of generic internet services (e.g., DNS servers) due to virus or hacker attacks, etc. • caused by force majeure events as described in the Terms •that resulted from actions or inactions of the Customer (unless undertaken at the express direction of Micro Focus) or third parties beyond the control of Micro Focus • that resulted from Customer equipment or third-party computer hardware, software, or network infrastructure that was not within the sole control of Micro Focus • that resulted from scheduled Micro Focus SaaS infrastructure maintenance • caused by downtime to implement major version upgrades
Service Monitoring	Infuse/Micro Focus will provide monitoring of the Infuse SaaS LoadRunner powered by Micro Focus (LoadRunner components only) 24/7 using system monitors for availability.
Disaster Recovery	As part of Micro Focus's approach to risk management, Micro Focus SaaS has developed processes and procedures to recover from potential disaster scenarios. RTO is the maximum allowable time following disaster declaration to resume end-user access to business applications before serious damage is done to the business. RTO for Enterprise Cloud Services—Continuity is 1 to 4 hours. RPO is the maximum allowable amount of data loss (measured in time) following disaster declaration before serious damage is done to the business (for example, last tape backup). RPO for Enterprise Cloud Services—Continuity is 15 or fewer minutes. Micro Focus data centres that provide the Infuse LoadRunner on SaaS by Micro Focus solution are designed and tested by Micro Focus for the wide range of disaster scenarios including fire, loss of internet connectivity, and power outages.

Change Management	All Changes to the infrastructure will be completed during the scheduled maintenance windows and be completed by Micro Focus Any patches or upgrades to the Infuse LoadRunner on SaaS by Micro Focus Solution will be completed by Infuse, again through the scheduled maintenance windows. Customers will be informed of any changes planned
Server Backup	Server backups include differential daily backups with full weekly backups and retention of on-site file backups for thirty (30) days.
Data Retention	Backups are retained for 30-days. Extended backups can be retained for longer periods upon request and availability of the backup for an additional cost

Response and Resolution Targets

The following table summarizes service level objectives to infrastructure issues.

Severity	Target Response Within	Target Resolution Within	Solution (One or More of the Following)
1 – Critical Infrastructure	2hr	1 business day	Service availability is restored
2 – High Application & Infrastructure	2hr	4 business days	Satisfactory workaround is provided. Product patch is provided. Fix incorporated into future release.1 Fix or workaround included in knowledge base.
3 – Medium	1 business day	5 business days	Same as above
4 – Low Minor Problems	1 business day	10 business days	Answer to question is provided. Change request completed. Satisfactory workaround provided. Fix or workaround incorporated. Fix incorporated into future release.

1 Depending on the severity, priority, and availability of a workaround, a fix may be provided in a future release or patch.

Micro Focus Role	Responsibilities
Infuse SaaS Technical Account Director (TAD)	- Serves as Customer's liaison to Infuse/Micro Focus - Manages contract issues such as SaaS delivery and renewals - Coordinates Infuse/Micro Focus resources including system and process experts as necessary - Facilitates on-going mentoring - Serves as an escalation point-of-contact between the Customer and Infuse/Micro Focus for issues submitted to the Service Operations Center staff which require escalation - Coordinates with the Customer during required and periodic system maintenance - Oversees Customer's on-boarding process and onsite training sessions
Infuse SaaS Service Operations Center staff (SOC)	- Primary point of contact for all service requests, which is a request by the Customer for all - services such as support and maintenance services or issues regarding availability of the SaaS infrastructure technical support

Micro Focus ES Operations (Ops) staff	• Monitors the SaaS hosted systems for availability • Performs all system related tasks such as backups, archiving, and restoration of the instances according to Micro Focus's standard practices and schedule
Remote Infuse SaaS Application Engineer (AE)	• Assists Customer with the implementation of the workflows and reports in accordance with agreed-to design • Assists Customer with queries in QC project template customisation, generating custom reports, in addition to configuring other collateral to meet customer requirements, as directed by the Infuse TAD • 2nd line support for all Mango related queries (limited to libraries configured by Infuse only)

Service Request Submission

Infuse will be the single point of contact for requests relating to the Infuse SaaS LoadRunner (powered by Micro Focus) offering and will be available Monday to Friday 9:00 am to 5:00 pm via their Service Operations Centre.

Infuse will also provide on-going support for the duration of the agreement and a remote/onsite TAD for escalation of issues in the SOC.

Customer's authorised users may contact Infuse SaaS SOC via email, or by phone between 9-5 Monday – Friday. The severity of the request will determine the response and resolution times for each request. The Customer will maintain a list of authorised users who may contact the SOC. The SOC will either provide support to the Customer directly or coordinate the delivery of Micro Focus Software support.

On-Boarding Process

The on Boarding process takes no more than 10 working days from the Statement of Works and Terms and conditions being signed. The follow matrix describes the process and responsibilities of each party. From receiving the initial order, Infuse will review the order, set up the necessary tenant creation, and administration accounts informing the customer of progress and on-boarding dates. Depending on the actually order Infuse may begin consultation with the customer to discuss customisation requirements, Client –side implementation, template project set up, user accounts and groups and schedule training that may be in scope.

Task	Infuse SaaS Responsibility	Customer Responsibility
Initial Order Review	✓	
Tenant Creation & Provisioning	✓	
Micro Focus SaaS Server Side Integrations (per datasheet) This requires SaaS to perform	✓	
Initial Project Creation	✓	Consulted
User management	✓	Consulted
Authentication policy (If applicable)	✓	Consulted
Role Management	✓	Consulted
Assigning users to projects	✓	Consulted

Customer Kick-off calls and all customer facing delivery management tasks	✓	Consulted
1st level of support to customer inquiries in all issues including access from within customer network to Micro Focus SaaS application via browser	✓	
Product functionality Issues encountered in the application not related to SaaS infrastructure and needs to be escalate to Micro Focus GSD	✓	
Client Side Integrations, setup and troubleshooting	✓	Consulted
Product mentoring, training and best practices to customer	✓	Consulted
SiteScope and MOFW monitoring setup and configuration of counters	✓	
All required request related to Lab Management (IOFW configuration on Micro Focus SaaS, Controller added to dedicated pool)	✓	Consulted
assigning controller to dedicated pool	✓	
Customer partner must register themselves and their customer on the notification portal of planned system maintenance.	✓	Consulted
SiteScope and MOFW monitoring setup and configuration of counters	✓	Consulted

Off Boarding Process

The off-boarding process commences with written notice from the customer. There is a 60-day notice period. After this notice period, all licences access rights and user accounts will be revoked. Any data stored on the Infuse SaaS servers will be made available for 30 days for the customer to access and copy such data. Data will not be retained after this 30-day period has elapsed, and all reasonable efforts will be made to erase all customer data stored and no copies are retained.

Task	Infuse SaaS Responsibility	Customer Responsibility
Notice To Infuse for Termination		✓
Licences Revoked	✓	
Username/password Revoked	✓	
Access Rights removed (where applicable)	✓	
Data export to location for cluster retrieval	✓	Consulted
Customer copy data		✓
Data destroyed, all data copies destroyed	✓	

Feature	Delivery Specifications
Cloud Load Injector	Minimise hardware and software investments by leveraging global performance load farms on an as-needed basis.
BYO Load Injectors	Utilise your own local injectors to test with-in the Firewall, no additional licences required.
LoadRunner Integrations	Integrations available with Micro Focus and third party testing tools are available with the LoadRunner SaaS solution under guidance of the Infuse TAD.
Additional Integrations	Other Micro Focus LoadRunner and ALM integrations supported by Micro Focus SaaS and requiring additional software and/or hardware and/or specific configuration will require additional scoping and are available at an additional cost.
Consultancy Services	Infuse Consultancy services are available to provide additional mentoring and assistance all the way up to a fully managed service for all your performance testing needs. All Infuse consultants are Micro Focus (AIS/ASE) certified.
Onsite Training and Remote trainings	The Customer will have access to onsite certified formal instructor led tuition on LoadRunner Essentials and Administration course, with an Infuse/Micro Focus Certified Instructor. This will be specified in the SOW and arranged with the Infuse TAD Additional remote on-demand training with recorded content available for basic training on Micro Focus LoadRunner can be arranged with the Infuse TAD
Additional Virtual User	Additional Virtual Users can be purchased when required for specific durations

Service Definition Table

Micro Focus SaaS provides cost-effective service offerings for your company's performance engineering needs. A base service is offered, and with the addition of an 'a la carte' menu, the basic offering can be configured and built to a customer's exact requirements.

Service / Add on	Basic Service	Add on
Installation	✓	
Support	✓	
Patch Installs (2/year)	✓	
Training Loadrunner Essentials (10 users/course)		✓
loadRunner User Setup & Configuration		✓
Load Generator Set up		✓
Local Injector Integration		✓
Mentoring/Best Practice		✓
TAD (2 d/month)		✓
Performance Test Managed Services		✓
Template Project (1)		✓
5 Scripts Bundle		✓
10 Scripts Bundle		✓
15 Scripts Bundle		✓
20 Scripts		✓
T&M Rate		✓
Micro Focus SiteScope Set up & Integration		✓
Micro Focus Service Virtualization		✓
Project Archive		✓
Project reactivation		✓
Grid Tools Data Maker Module		✓
Grid Tools Test Matching Module		✓
Grid Tools Data Masking Module		✓
Integrations Review		✓
Integrations to other tools		✓
TaskTop Integration		✓
Additional Project		✓
Additional Cloud Injector		✓
Additional Vusers		✓
Scheduled Maintenance		✓
Data backup & Retention		✓
Scheduled Upgrades		✓
Disaster Recovery		✓
Injector over firewall		✓

Assumptions

Assumptions associated with the Infuse SaaS LoadRunner powered by Micro Focus offering include the following:

• The Customer must have internet connectivity to access the Micro Focus LoadRunner components.
• Infuse SaaS services will be performed remotely and onsite as arranged with the TAD and delivered in English only.
• The service commencement date is the date that the Customer purchase order (PO) is booked within the Infuse and Micro Focus order management system.
• The Customer agrees to respond in a timely fashion to requests for Customer business and technical data, documentation, and other information or assistance needed to provide the Infuse SaaS LoadRunner powered by Micro Focus. The Customer is responsible for the accuracy and completeness of all information provided.
• The Customer will perform validation activities related to implementation and external application setup during the service initiation and on-going phases. This includes validation after service packs or emergency product patches have been applied to the Infuse SaaS LoadRunner powered by Micro Focus solution application instance according to the change schedule.
• During a Customer's data import, the Customer must make information available to the Infuse SaaS team in the designated format at the appropriate implementation step as defined in the approved project plan.
• Customer will be responsible for all data cleansing and data accuracy as part of any import. These activities are to be completed in a manner that aligns with the project timeline. Infuse SaaS is not responsible for the accuracy of the data provided in the import.
• Renewal of the Infuse SaaS service is automatic, subject to a valid renewal purchase order.

Additional Terms*

The Customer acknowledges that it has the right to acquire Infuse services and Infuse products separately.

Licensing Options	
Subscription	No upfront capital expenditure. This is the best way to adapt usage patterns and business needs to expenditures.
Term	One month minimum