CUSTOMER STORY – PUBLIC SECTOR

Norwegian Industrial Property Office

SQS delivers on demand, global performance and security testing services

Background

In late 2014 the Norwegian Industrial Property Office (NIPO) was about to release a new version of their public web site (for search, alerts and more), which included many changes and new features designed to dramatically improve usability of the services and broaden the spectre of services offered. NIPO wanted to assess the ability of their new website to perform with increased use and altered usage patterns, and to get an external assessment of the security of the new features.

NIPO is the Norwegian Centre for intellectual property, providing knowledge and expertise around intellectual property rights. They support Norwegian businesses in securing their investments and competitive position in relevant markets. NIPO operate according to three guiding principles – to be credible, committed and customer focused. As such, they need to ensure that their public services are robust and secure. They needed specialist testing services deployed in short timescales. To this end they approached SQS.

SQS is the world's leading independent specialist in testing and quality management with over 30 years of prosperous operation. Providing a large range of specialist services delivered both locally and remotely, SQS is the partner of choice for organisations seeking high quality and cost effective testing solutions.

Solution

SQS Norway testing specialists discussed a range of possible solutions with the customer and the following services were selected:

- **On-demand cloud-based performance stress test** to help identify bottlenecks in the system's performance.

- **On-demand penetration test and vulnerability assessment** of external application and infrastructure

SQS assigned a Norwegian test delivery manager to establish a clear view of the requirements, and to act as the principal local client contact. Using a proven service delivery model, the performance and security specialists in the SQS Test Centre in Belfast were engaged to deliver these two services.

Time was critical to NIPO, so within 10 days of the initial contact with the customer they were supplied a fully documented proposal. Once this was accepted by the customer, testing started within 72 hours and was completed 6 weeks later. The customer received exactly what they needed, and after a range of improvements and re-tests they had justified confidence in the solution that was released successfully.

Key Customer Benefits

- Increased trust and confidence in web application solution

- Identification of performance bottlenecks and verification of mitigation actions

- Specialist knowledge and tooling applied within short time-frames

- Delivered as a service – no internal investment in tools, licenses or upskilling

Selected Services at a Glance

SQS on-demand performance and load testing:

- A cost-effective, cloud-based service that provides on-demand performance and load testing of a customer's applications and infrastructure, with minimal buyer effort

- Highly flexible to suit customer release cycles and offered on a 'Pay As You Go' basis – avoiding the need for the customer to pay for expensive resources when they are not operationally needed

- Utilises specified core business processes, against which agreed user numbers are ramped up to monitor:

  ○ Changes to the response time as the application is put under stress

  ○ Max response time

  ○ Throughput – any impact on application capacity under load

SQS on-demand security penetration test and vulnerability assessment:

- A flexible, remote, scalable and proven method for providing security assurance of business critical infrastructure and software applications, including legacy, mobile, third-party, and open source

- SQS' security testing services combine manual and automated testing techniques to identify security vulnerabilities in code, applications and infrastructure

- Based upon industry standard penetration testing methodology

- Results in a risk and vulnerability report listing issues, implications and recommendations

Contact

If you are interested in the SQS testing and quality management offering, please do not hesitate to send an e-mail to ondemand@sqs.com or visit sqs.com

Transforming the World Through Quality