Litmus7's performance engineering services

A performance engineering practice that has seen some of the largest retailers through seven successive holiday seasons

Litmus7's performance engineering services have been honed at some of the largest and most sophisticated retailers in the world. We have been in charge of five holiday seasons at a beauty products retailer renowned for holding its own as a category specialist against Amazon. Also, Litmus7 has seen the membership arm of a prominent general merchandise retailer through multiple Latin American holiday seasons. It is not just holiday seasons such as Black Fridays, Cyber Mondays, or Buen Fin - we have engineered sites for high availability through peak traffic originating from flash sales and new product launches. Our performance engineering services are underpinned by a proven, documented methodology and proprietary diagnostic software.

7

7 holiday seasons without incident at multi-billion retailer

~ 2,400; ~ 60,000

OPM ~ 2,400; OPH ~ 60,000

1000

In-depth commerce platform knowledge – close to 1,000 person-years of experience on Oracle ATG and IBM WebSphere Commerce

Consider our performance engineering practice in the context of our vertical expertise in the retail sector

We combine performance engineering expertise with deep domain knowledge in retail. Unlike most service providers, our business is 100% retail. Litmus7 is organized into five sub-specialties – general merchandise, grocery, beauty products, fashion, and pet products. Domain expertise does not come from our industry consultants alone. The bulk of Litmus7's technical personnel have spent much of their careers in retail. Also, in the context of performance engineering it must be added that we understand digital commerce platforms in depth. Identification of performance optimization opportunities can only come from deep knowledge of ecommerce solutions work. With over 700 person-years of experience, we have one of the largest Oracle ATG practices. In addition, we have experience in IBM WebSphere Commerce (over 150 person-years of experience), Salesforce Commerce Cloud, and Magento.

Our client, an international arm of a large general merchandise retailer was experiencing stability issues with the content management element of the ecommerce stack during the run up to Black Friday. Litmus7 successfully diagnosed the issue, and built workarounds on the Endeca platform that saw the client through the holiday season without incident.

Our client was a large beauty products specialist. Litmus7 built an in-memory database-based solution to address a critical performance issue stemming from how incomplete orders were handled. Incomplete orders were persisted and updated to the database upon each user action, which led to too chatty an interaction. An in-memory database – Oracle Coherence – was implemented to manage incomplete orders and take the load off the database.

At a number of accounts we have used our proprietary platforms to diagnose and fix issues. To illustrate, we have used our X-Ray solution to identify bottlenecks in the Oracle ATG installation and our Thread Dump Analyzer to zero in on issues in the application stack.