



Customer Case Study

University Hospital Birmingham

The client is the leading University Teaching Hospital in the West Midlands and is one of the most consistently high performing trusts in the NHS.

The client was introduced to Trust IV by a partner company. They had migrated from Sage 500 to a Sage 1000 application. They required non-functional testing to assess the user concurrency threshold and if the new system could support the number of required licensed users.

Consulting – Non Functional Testing

Trust IV quickly uncovered that the Sage implementation failed with a low volume of users requisitioning items. When asked by the system vendor to use a new script to validate these results, Trust IV turned this request around immediately, and tests again showed that the system lacked scalability under simple logon procedure. The client also performed a manual test on the system which further confirmed the initial findings.

Trust IV made recommendations to the vendor to investigate the underlying platform components and for them to confirm the system was configured using the platforms best practices. During repeated automated and manual testing, the system was retuned and the tests saw a significant improvement in terms of scalability that met the client's user expectations.

Trust IV were able to help both the client and the vendor in understanding the configurations and capabilities of the system.

“The money spent with Trust IV was the best money spent on the whole project” – Gordon Hancock, Head of Finance Systems, University Hospitals Birmingham NHS Foundation Trust.