SV-About Us

Experts in Web Application Testing

SciVisum is a UK based web site testing specialist delivering engineered testing services to measure and improve the performance and functionality of business critical web based systems. Through SciVisum's testing and recommendations, clients are able to substantially increase visitor rates and customer satisfaction levels by achieving gains in key journey delivery times, increasing ability to handle peak load levels, and reducing error rates.

SciVisum provides technical teams with a uniquely in-depth analysis of how their code and systems are performing, and allows the Business and Marketing managers to take control of the ongoing Customer Experience on the portals. SciVisum's success is the result of the combination of its in-house developed test engine, which provides flexible and fast scripting for complex multi-page Dynamic User Journey website testing, together with the experience of expert web testing staff.

The result is a portfolio of web effectiveness test services, centred around Dynamic User Journeys. This approach helps clients focus on reducing lost sales online, by continual improvement of evidence based User Experience metrics.

Many companies have previously bought testing from other suppliers, and appreciate the fact that SciVisum's unique approach to emulate realistic, random-walk and complex Dynamic User Journeys provides incomparable depth of testing, at costs and time scales to suit today's tighter project demands.

SciVisum does not build or host web systems, and is thus able to offer fully independent test and audit services and consultancy.

About Us...

SciVisum
Web Application Testing

Why choose SciVisum

At SciVisum we believe that we have many core strengths that make us the natural choice in the arena of Web Performance Monitoring, Network Monitoring and Load Testing solutions. We believe it is imperative that the whole of your business benefits from these services and with our products and services there is a benefit to both the commercial and technical teams.

Our unique approach to Web Performance Monitoring, Network Monitoring and Load Testing delivers benefits that cater for your individual business needs and not as an off the shelf package. To ensure that you gain the most value from your project our on-hand technical support team will work with you throughout your project as part of the service and not as an additional cost, ensuring optimum value for money.

At SciVisum we are committed to offering an unbeatable service excellence for which we are renowned.

We are very proud of the standard of our products and services coupled with the expertise behind them; however it is important to us that our clients can fully access and understand their selected service(s).

SciVisum offer full on-site training for each service where applicable, at no additional change and available to all members of staff who are likely to use the portals.
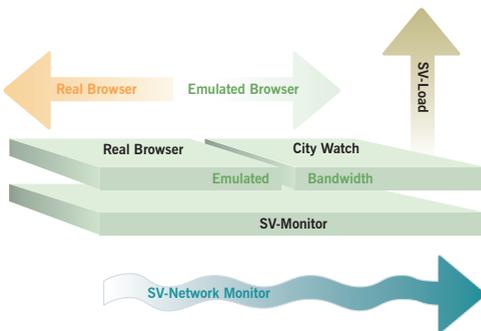
Our Service Promise

We strive to:

- Provide consistency of service and support standards

- Demonstrate respect, courtesy, and professionalism in every interaction

- Communicate in a straight forward language

- Follow through commitments made to clients

- Provide additional support to technical/ commercial/business teams where required

- Suggest solutions to problems uncovered through testing and monitoring

- Always reply promptly to communication requests

SciVisum's dedication and openness have been one of the key building blocks to who we are and can be demonstrated through the strength of our client portfolio.

Once personal training is finished we do not leave you 'high and dry' or propose additional charges for support. We believe in a one off price that ensures you can control your budget and plan ahead. Our technical team members are always happy to offer assistance where needed as part of your service.

SciVisum provide a one-stop solution to all user experience testing, load and stress testing, web site monitoring, on-site monitoring, web farm monitoring, real browser monitoring, geographic monitoring ('city-watch') and network monitoring.

SV web testing service is conducted on emulated bandwidth using an emulated browser as standard to provide a stable platform to gain true metrics of your web application performance. On demand monitoring offers flexibility to accommodate all testing requirements and solutions.

Real Browser — Emulated Browser — SV-Load

Real Browser — City Watch

Emulated — Bandwidth

SV-Monitor

SV-Network Monitor

Experts in website performance testing

SciVisum Solution Platform

SciVisum offers a comprehensive range of testing solutions: from installation to user experience, SciVisum provides the tools to optimise the performance and availability of your corporate website.
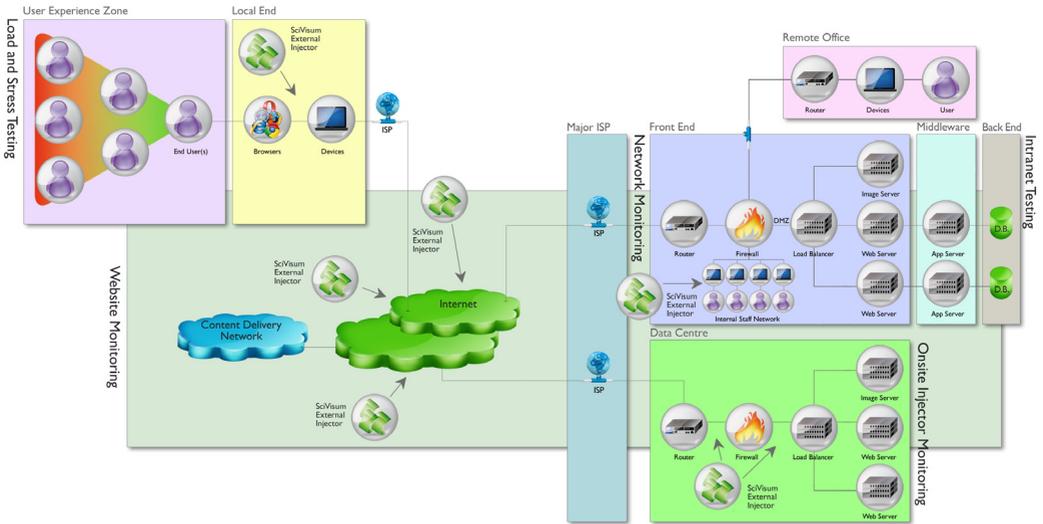
For a vast number of organisations websites are now a common sales and marketing channel bringing substantial financial contributions. However the continuous development of the internet, escalating technological complexities, alongside increasingly fierce competition in the digital market place has made website testing critical to maintaining a competitive position.

When businesses do not monitor their website performance using a Dynamic User Journey centric approach, then subtle system errors can go unnoticed directly impacting ROI. By its nature, online shopping allows users to switch between sites and brands very easily. This allows dissatisfied customers to 'walk away' at a click of a mouse – often, to sites they may not have heard of before.

Online service delivery and customer experience is perhaps more critical than any other shopping outlet due to the fickle nature of online confidence. To truly understand your website performance and which technical issues are most disruptive to an end user it is imperative to test from the customer's perspective.

Only SciVisum tests using a 'Dynamic User Journeys' approach, providing a unique, realistic picture of your customers' true online experience.

Experts in website performance testing

Application Synchronicity

Central to SciViusm's testing ethos is Application Synchronicity; the unique application of Dynamic User Journeys to every testing specification. Our technical team understand that the way your customers or clients interact with your website infrastructure is not through accessing a single page, a single server or an isolated function on your website, but by fluidly travelling through the site from page to page – function to function.

A website is typically built on multiple layers of HTML code, Java Script, AJAX, flash and other coding languages calling for information from servers, databases, content delivery networks, cloud based storage systems and more – at various rates and in multiple request configurations. It is therefore important to understand how an end user experiences your unique 'pick-n-mix' application of code and functions as they travel through your website to complete their enquiry, purchase, task or 'journey'. SciViusm's advanced testing approach 'Application Synchronicity' provides un-biased and real-life metrics, empowering decision makers to allocate priorities and IT budgets effectively to maximise impact, protect brand image and deliver consistent positive end user experiences.

Lost sales: are avoidable by using thorough methodologies developed by experienced engineers to provide you the full picture of your website performance. Only by using Application Synchronicity's unique 'Dynamic User Journey' approach can your technical and marketing teams gain crucial insights and information about your customers' real online experience.

Dynamic User Journeys

The way we understand and interact with websites has become more sophisticated and as a result the technology behind the scenes has also rapidly developed. For this reason it is important to ensure you have the correct monitoring service which can cope with the technological complexities behind your website.

The possibility of losing business due to poor technical performance is a real concern for those who the website is an integral part of the business. The only way to protect your online revenue and ensure a consistent, positive end user experience is to monitor your website more deeply from the customer's perspective.

Traditional monitoring which draws a 'customer journey' by checking a fixed number of URLs no longer works. The journey may show an OK response: but as this approach does not 'Do What the Customer Does' by side-stepping complex code experienced by the user... the results provide an obvious false sense of security.

In contrast, SciVisum Dynamic User Journey approach happily works alongside modern coding practices including complexities such as the latest AJAX usage. Because our Journeys are not URL based, they do not follow a pre-cooked URL lists. Instead, at each step of a User Journey, our technology looks into the page and dynamically pulls out what is needed simulating real customer interaction.

46% of adults reported they would abandon a transaction after experiencing a problem on a web site

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Experts in website performance testing

Testing Solutions...

SciVisum
Web Application Testing

SV-Monitor
24/7 Monitoring & Functionality Website Testing

When online marketing campaigns don't deliver the results that you might expect - the reasons are not always obvious. When increased traffic has little effect on online sales - you need hard evidence to find out why. Is poor performance on the web site a factor, or should you look elsewhere?

SV-Monitor provides hard metrics - measuring in real time the performance, availability and consistency of journeys across your website, as experienced by end users.

On-demand features:

RIA Monitoring
Reduce response times and ensure your rich internet applications (RIA) and streaming media are performing

Web Farm Monitoring
Onsite monitoring and transaction testing helps identify and resolve performance issues with multiple web farm servers

Real Browser
Gain a more in-depth understanding of the user experience through 'real-browser' testing

City Watch
Identify cultural trends and intercontinental problems by monitoring geographically from the cities/countries where you have significant customers

Competitor Monitoring
A vital tool for online competitor analysis, gain an understanding of your true online position; view opportunities and threats through direct performance comparisons such as availability and delivery time.

SV-Consultancy
Bespoke Functionality & Transaction Testing

Contact a service professional to discuss your web site performance concerns, evaluate your site and build a bespoke goal orientated program to improve web application performance, protect brand image, reduce lost sales and ensure consistent, positive customer experience.

SV-Load
Comprehensive Load & Stress Testing

When you are expecting a large number of visitors to your website; during a sale, a marketing campaign or a seasonal peak - you need to be sure that your website will support the increase in traffic. And when you are implementing a major web development; a new application, online service or infrastructure change - you need to know that it will deliver at the busiest times.

SciVisum's User Journey Load testing is performed from the user's perspective - simulating an increasing number of concurrent users carrying out multi-page transactions. SV-Load measures the impact of increasing loads on timings and error rates at every step of a journey and also identifies failure criteria, measures recovery after failure and predicts when upgrades will be necessary.

SciVisum offer two load testing services which utilize SciVisum's high quality hardware and resources; SV-LTS and SV-LTP. Each package is designed to offer bespoke quality solutions for individual organisation's needs:

SV-Load Test Service

SV-Load Test Portal

To find out more about SciVisum services contact a SciVisum sales representative or visit our website to download the latest product information sheets.

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Experts in website performance testing

What our customers think…

"We were impressed by how quickly SciVisum grasped the technology and infrastructure of our web site and put together the test scripts. Their User Journey approach tested typical routes that our end users would take to purchase online. This enabled us to replicate a rare user experience problem, and provided us with hard evidence which helped to pinpoint the cause of the problem, and to later confirm it had been fixed".

Sales Director - National Savings & Investments

"The monitoring carried out by SciVisum is crucial to ensure that we continue to understand our customers' online experience. Looking to the future we will be extending our use of User Journey monitoring and working with SciVisum to develop new features so that we can maintain and improve all of our customer's journeys on Tesco.com"

Head of IT Operations and Architecture, Tesco.com

"We were particularly impressed with SciVisum's immediate comprehension of our requirements along with their ability to test our user journey routes and produce metrics that were relevant to both the commercial and technical teams… we were pleased to find their testing service to be speedy, professionally delivered and cost effective solution. They also helped us to implement major improvements very rapidly as a result of their previous testing experience with similar companies."

eBilling Project Manager - Scottish &Southern Energy

"We rely heavily on the SciVisum system and downtime means a loss in sales and damage to brand image for all our partners. The SciVisum support team consistently provide rapid reactive responses, as well as proactive support and have noticed issues before we have done ourselves."

Data Manager - Kitbag

"One of the most valuable elements for our teams in Finance and in Service Delivery is the ability to see lost sales. This means we can see the commercial cost of any outage. SciVisum is our measure that the shop is open 24 hours a day."

IT Director, Customer Systems - DSG

"As the Load Test Manager was assigned and retained for all tests this ensured familiarity with, and experience in, our platforms and code. This combined with the out of hours accommodation for our testing periods made the SciVisum approach stand out."

IT Manager - Thomas Cook

SV-Clients

Bridging the gap between business and technology teams by providing a common language, in depth analysis, expert monitoring, intuitive reporting, and comprehensive client support, our portfolio of "dynamic user journey" based emulation, monitoring and analysis services enable business wide understanding of the impact of online performance on the bottom line.

Our clients range across all industry sectors, Local and Central Government and are of all sizes from FT100 companies to SMEs.

Experts in website performance testing