

“THANKS TO NEUSTAR WEBSITE LOAD TESTING, WE WERE BETTER ABLE TO SUPPORT OUR MASSIVE REGISTRATION.”



KEY FIGURES

COMIC-CON GOING STRONG

after 40+ years

APPROXIMATELY 130,000

people attend

NEUSTAR REGISTRATION TESTING:

up to 1,000 users per second

In the run-up to its annual event Comic-Con, “the meeting center of the comics world,” could have used some help from one of its superheroes. Due to overwhelming response to badge sales, in two instances Comic-Con’s computers couldn’t handle the traffic load.

“To get a clearer picture of the troubles we faced,” says David Glanzer, Director, Marketing and Public Relations, Comic-Con International, “Comic-Con called on Neustar to conduct load tests and learn exactly where the problems were.”

“WE WERE SUCCESSFUL IN PROCESSING ALL AVAILABLE BADGES AND COMPLETING OUR REGISTRATION PROCESS.”

Choosing full-service testing, Comic-Con worked with a dedicated Neustar Load Testing engineer. The testing zeroed in on key phases of registration: the first few minutes of badge sales, a kind of virtual stampede, followed by steadily higher traffic as credit cards are processed.

Specifically, Neustar tested the applications for Comic-Con’s “waiting room,” where tens of thousands of registrants wait until the system can take their payments, along with testing the actual registration function. Initially, testing was done with 70,000 users, building to higher and higher levels, eventually adding as many as 1,000 users per second.

“WE WOULD NOT HESITATE TO USE THE SERVICES OF NEUSTAR AGAIN...”

“Thanks to Neustar’s Website Load Testing, we were better able to support our massive registration numbers,” says David. “In the end, we were successful in processing all available badges and completing our registration process, something we weren’t able to do the two previous times.”

“We would not hesitate to utilize the services of Neustar again should the need arise,” he adds. “They were very helpful and allowed us to finally process badges for our attendees.”