

WITH NEARLY 100% IMPROVEMENT IN WEBSITE PERFORMANCE, “OUR NEUSTAR LOAD TESTING RESULTS SPEAK FOR THEMSELVES.”



**Massachusetts Bay
Transportation Authority**

KEY RESULTS

99.7% IMPROVEMENT
in successful site transactions

0 WEBSITE OUTAGES
since Neustar load testing

**MBTA: 4TH BUSIEST
SUBWAY IN U.S.**
with over ½ million daily passengers

When Boston experienced “Snowmageddon” in the winter of 2010, commuters ditched their buried cars in favor of “the T,” the regional subway system. Thousands flocked to its website, causing it to crash.

“The site had gone down before, bringing lots of bad press,” says Kaarlo Maki, MBTA’s assistant director, SQA. “My first week on the job it crashed again. Commuters depended on us. They needed to get to work, to school, whatever. We had to step up.”

“I WANTED TO USE THE TESTS TO PUSH OUR WEBSITE TO THE LIMIT.”

To turn things around, MBTA decided on website load testing, seeking to gauge overall site capacity, failure rates and points of weakness. Already a Neustar website monitoring customer, MBTA entrusted the testing to a proven partner.

The first test revealed an 80% failure rate across site applications. “That was valuable to know,” says Kaarlo. “We needed to see where we stood. Plus, I wanted to use the tests to push our website to the limit. We learned, for example, that our bandwidth limited the number of home page users to 400, even though we tested with a limit of 1600.”

Using the test results and recommendations of Neustar engineers, MBTA’s web developers implemented improvements. They also prepared for further tests, aiming to create more lifelike scenarios with frequent ebbs and flows in traffic. The final tests confirmed that Kaarlo’s team nailed it, achieving a 99.7% improvement in successful site transactions.

“NEUSTAR’S ENGINEERS WERE VERY COLLABORATIVE... HELPING US GET THE MOST OUT OF OUR TESTS.”

“Our load testing experience was great,” says Kaarlo. “Neustar’s engineers were very professional and collaborative. They listened carefully and responded, helping us get the most out of our tests. So far, the results speak for themselves.”

Adds Kaarlo, the ultimate test came the following June when the Boston Bruins won the Stanley Cup. While MBTA web traffic spiked, thanks to people planning to attend the victory parade, the site worked flawlessly. Another cause for celebration.