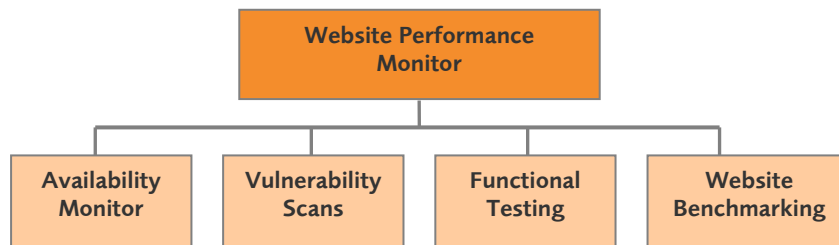


Website Performance Monitor

The most important online face of your organisation is your website. So what damage is caused to your brand and sales when your website is unavailable? It may be that your customers cannot perform online transactions and go to your competitors instead. Or it could be that client emails are not received and your helpdesk gets inundated with calls.

If your business is online, monitoring the performance of your website is a must and NetNames provides a solution that can help. The solution is called 'Website Performance Monitor' and includes a choice of the following safety checks on your website:



Availability monitoring

It is estimated that downtime costs European businesses €5 billion a year. Whilst every minute of downtime can cost your business thousands in lost revenue, it can also severely damage your brand reputation and bring your business to a halt. With a globally distributed infrastructure of more than 35 monitoring stations, NetNames Availability Monitor continuously checks your websites, servers and applications, to deliver verification that your website is available and functioning properly.

Availability Monitor conducts checks from an external perspective, to replicate real users' experiences and provide your business with independent information about your website's performance and availability.

Results are presented in a sophisticated, web-based customer portal called NetNames Site Monitor.

Vulnerability scans

With a dramatic rise in malicious attacks it has become critical to scan your websites and servers for security vulnerability. Having the latest firewalls and intrusion detection systems will not protect your organisation if they are not kept up-to-date and configured correctly.

NetNames Vulnerability Scan is an affordable way to routinely check your company's security exposure and eliminate the risks of manual audits.

The scans identify any security risks and provide you with peace-of-mind that your software applications cannot be hacked into from those outside of your organisation.

Website Benchmarking

As the Internet has become the preferred channel through which many customers obtain information, products and services, can your business afford not to know how your website compares to your competitors?

NetNames Website Benchmarking measures the performance of your website from locations across the globe, to provide accurate load time, speed and availability statistics. These measurements are used to create your Site Performance Index (SPI), which represents the users' perceptions of your website. Your SPI is then ranked, relative to that of your sector and competitors within countries relevant to your business.

A NetNames Website Benchmarking report gives you an overview of trends in relative performance and availability across sectors and countries.

Functional testing

NetNames Functional Testing checks the behaviour of your site and identifies exactly where bottle necks or problems occur. It also ensures you know how your customers experience your site when they interact with it from different locations.

Functional Testing monitoring scripts can be written to identify a wide variety of possible issues, from slow page response times, to monitoring the behaviour of forms such as login pages and issues with shopping baskets.

Website Performance Monitor product options

Website Performance Monitor is available from NetNames in different cost effective options, allowing you to pick the option that is right for your business. Please contact NetNames for information about the different options.

Receive reliable website monitoring from over 25 globally distributed monitoring stations ✓	Receive independent, comprehensive verification of your website's performance ✓	A web based portal for easy viewing of monitors, rules and reports ✓	Respond quickly to website problems, resolving issues before your customers encounter them ✓	Verify internal departments and external suppliers (ISPs/hosting) are meeting their SLAs ✓
Peace of mind that your website is thoroughly monitored for optimum performance and security breaches ✓	Know how the performance of your website compares to those of your competitors ✓	Customisable reports to help drive website performance ✓	Immediate, real-time email, SMS and pager alerts following the detection of server vulnerabilities ✓	Focus on your core business and minimise resource expenditure on in-house monitoring ✓

To find out more, please contact:

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