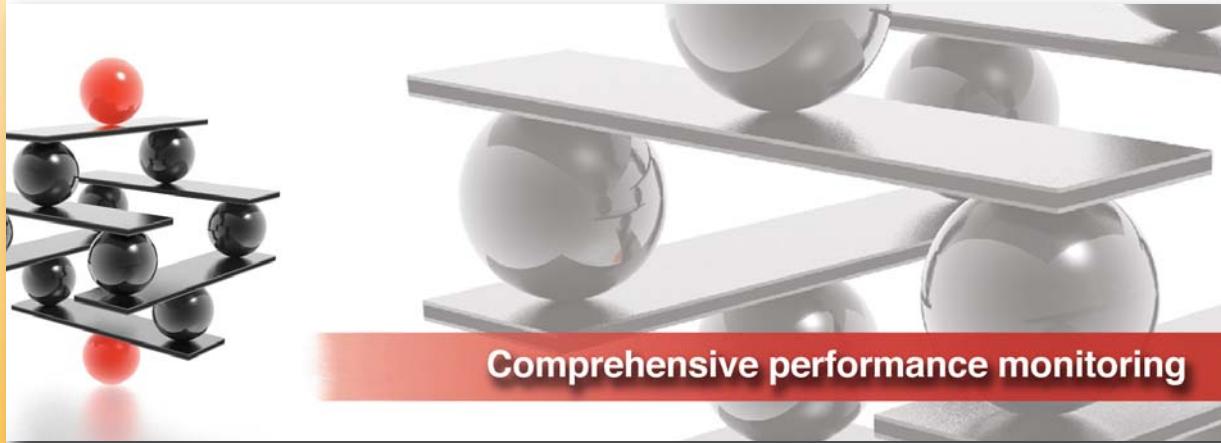


DATA SHEET

Alertsite Monitoring Suite



Improve end-user experience.

Reduce costly downtime.

Resolve issues faster.

Measure simultaneously from multiple locations.

Deliver proof of performance.

Optimize your Web-based services with AlertSite's monitoring suite. The Web Site Performance Monitor provides a comprehensive perspective on your Web site's performance and availability by monitoring from multiple locations simultaneously. Web site URLs are tested as often as every minute from our global monitoring network. Our Business Transaction Monitor with DéjàClick™ ensures your online e-business applications are always up and running at peak performance. Our SLA Performance Monitor allows you to measure and report SLA compliance, correlate errors across locations and monitor true uptime. Our Server Availability Monitor provides 24-hour server monitoring so you can be sure your Web sites, servers and other Internet-connected devices are working without interruption. Our E-mail Monitor ensures you are able to send and receive e-mail 24/7.

DATA SHEET

AlertSite Monitoring Suite

The AlertSite Monitoring Suite's five hosted services ensure Web site availability and performance.

The AlertSite® Monitoring Suite is comprised of five full-featured, hosted applications that ensure the availability and performance of Web sites and their applications anywhere in the world. Key features include:

- Detailed performance metrics and reporting for an end-to-end operational view.
- Simultaneous performance measurements from over 40 global monitoring sites for a comprehensive perspective on your Web site's availability and performance metrics.
- Flexible alerts and notifications based on parameters you determine and sent to devices you specify, so you can respond immediately to disruptions and outages.
- Information-rich, graphical reports e-mailed to you daily, weekly or monthly. These reports are available on-demand from the AlertSite Report Center.

The AlertSite Monitoring Suite also includes access to our team of performance advisors, highly trained specialists who can help diagnose the causes of your Web site's performance problems.

AlertSite Web Site Performance Monitor

The Web Site Performance Monitor provides a comprehensive view of Web site performance and availability. It tests Web site URLs as often as every minute from AlertSite's global network and generates real-time alerts whenever page errors or performance problems occur. The Web Site Performance Monitor also offers:

- TCP trace-routes on network failures.
- Ability to follow up to five server-side redirects.
- Detailed metrics on DNS resolution, TCP connect, time-to-first-byte, content download and redirect times.
- On-demand diagnostics.

AlertSite® Server Availability Monitor

AlertSite's 24-hour server and network availability monitoring ensures your Web sites, servers and Internet-connected devices are always up and running. This service is designed to provide basic server and network monitoring at a lower cost than the AlertSite Web Site Performance Monitor. It generates real-time alerts when errors occur or connectivity problems are verified from two different sources, and also allows you to schedule blackout periods during maintenance.

Daily, weekly, and monthly summaries are distributed by e-mail, providing a snapshot of all measurements, including times and geographic locations. The AlertSite Monitoring Console displays the results of the most recent tests performed for all monitored sites, servers and Web transactions.

AlertSite Business Transaction Monitor with DéjàClick browser recording

The Business Transaction Monitor tests your important Web transactions as often as every five minutes. It collects performance metrics for each step from multiple geographic locations and provides a complete, detailed view of what actually occurs on a user's desktop. DéjàClick™, with TrueUser™ monitoring, is the industry's first inside-the-browser recorder. Install DéjàClick in your Mozilla Firefox browser and record any transaction—even the most complex. For Web applications compatible only with Internet Explorer, AlertSite® offers an alternative product. Check with an AlertSite performance advisor.

AlertSite SLA Performance Monitor

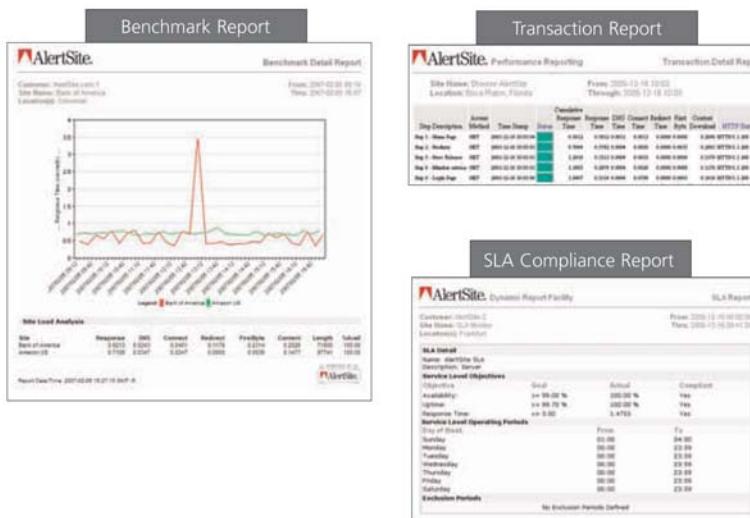
The SLA Performance Monitor is ideal for users who not only need to understand performance and availability, but who must also deliver proof of performance to customers and management. Measure and report service level agreement (SLA) compliance, correlate errors across locations, monitor true uptime and coordinate Web-based resources to ensure you are delivering targeted service levels. AlertSite's SLA Performance Monitor includes our unique Uptime Error Correlation Technology (ECT) feature, which correlates errors across multiple locations in real time, so you are notified only when all monitoring cities in your account detect an error simultaneously.

Other features enable you to:

- Test URLs simultaneously as often as every five minutes from up to 10 locations around the globe.
- Monitor performance of Web page content elements.
- Define service-level objectives, operating periods and compliance-reporting exclusions.
- Compare end-to-end SLAs to internally reported metrics.
- Measure and report performance against designated SLAs.

AlertSite E-mail Monitor

When your e-mail system isn't working, your IT desk can be swamped with users who want to know why they can't get their messages through. With the AlertSite E-mail Monitor, you can detect, diagnose and resolve impending e-mail outages and performance bottlenecks—all before your end users realize you are down. Repeatedly, at the interval you choose, AlertSite's roundtrip e-mail monitoring service will send an e-mail to your server and verify the message arrives. By sending a mail message using SMTP and retrieving that same message via a POP-user account, the roundtrip E-mail Monitor verifies that your server is accepting requests and that messages can be sent and retrieved 24/7. If the AlertSite E-mail Monitor is unable to complete the entire send-receive loop, it generates an error message.



AlertSite's Benchmark Report provides detailed measurements for comparing URLs. Industry benchmarking is also available. Ask an AlertSite performance advisor for more information.

AlertSite's Transaction Report presents detailed response data for every step of a monitored Web transaction, as well as a perspective on how well Web applications are performing.

AlertSite's Uptime ECT is a part of AlertSite's SLA Performance Monitor service that supports true service-level compliance reporting and includes the ability to set service-level objectives for Web uptime, availability and response times.

DATA SHEET

AlertSite Monitoring Suite

AlertSite is the recognized world leader in Web performance management.

AlertSite® is a leading provider of Web performance measurement, systems monitoring and security vulnerability scanning products that ensure a customer's critical Web-based services are always available and running at peak performance. AlertSite services benefit all types and sizes of businesses and organizations.

Enjoy 24/7 Global Monitoring

Founded in 1998, AlertSite is based in South Florida and maintains over 40 global monitoring stations in highly qualified data centers on every continent but Antarctica. Our global network monitors the availability and performance of your Web site, Web-based applications and transactions wherever they are operating across the globe. When trouble occurs, AlertSite helps you isolate the location of the problem.

Talk with Proven Performance Advisors

AlertSite performance advisors provide the industry's most responsive customer service, making sure that your systems and infrastructure are operating optimally and securely. These highly trained technical experts are always available live from 8:00 a.m. to 6:00 p.m. ET, Monday through Friday. We also offer on-call support through 9:30 p.m. ET during the week.

Join our more than 2,300 customers.

Join more than 2,300 satisfied AlertSite customers across virtually every industry around the world, you'll be in good company. We count some of the biggest names among our clients, including: AT&T, Honda, Intel, Symantec and many others, all of whom put their trust in AlertSite's 24/7 hosted services.

If you are not yet a member of the AlertSite customer family, we invite you to contact us today for a complimentary, no-obligation assessment of your Web site requirements. Call 877.302.5378 now, or go to www.AlertSite.com to sign up for your free trial immediately.



The AlertSite Control Panel is your starting point for all AlertSite reports and diagnostics. Our automatic refresh provides an up-to-the-minute view of site performance.



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