



E-BUSINESS MONITORING SERVICE (EMS)

The most complete e-business reliability solution available

OVERVIEW

Are you concerned about the quality of service your on-line customers are receiving, but lack the tools and expertise to monitor it effectively? Quality Automation's E-Business Monitoring Service (EMS) has been developed specifically to address this problem.

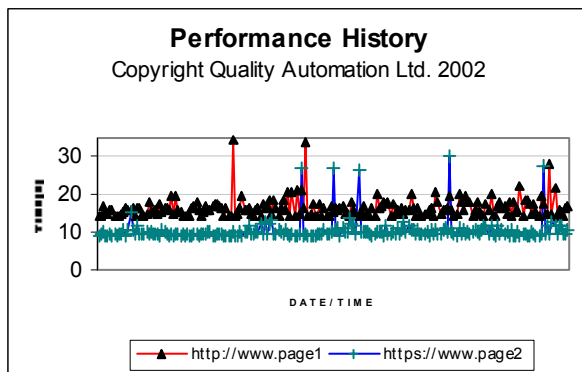
Designed to complement in-house test staff, EMS is an easy to use on-line service that continuously evaluates the reliability of your e-business, from an end-user's perspective.

EMS simulates end-user activity, taking sample measurements as real web-site traffic volumes fluctuate. Alerts are issued automatically to operations staff when reliability deteriorates beyond a specified threshold.

FEATURES

1. Infrastructure - provided by QA

Considerable investment is required to develop an effective infrastructure that delivers comprehensive web site reliability. We provide this infrastructure together with skilled development staff who develop and maintain automated scripts that simulate 'end user' activity on your application.



2. Performance – Is it fast enough?

Critical performance data relating to your application response time is monitored and recorded at regular intervals. This can be charted for trend analysis purposes, and can also be compared to a performance threshold for notification purposes.

3. Reliability – Does it work?

Key application transactions (business processes such as log-on, browse, search, purchase and log-off) are automated and run individually at regular intervals, to verify application reliability.

4. Alerts – Early warning of problems

SMS and e-mail alerts are triggered when reliability (e.g. transaction error) or performance (e.g. page loading too slowly) exceptions occur. This enables operations staff to deliver peak reliability by reacting quickly, and thus protecting your e-business revenue stream.

5. Reporting – Easy access to data

Top executives or operations staff can access on-line graphs and reports of current and historical reliability data anytime, anywhere using a standard web-browser. Customised performance and reliability history reports are available on a weekly or monthly basis via email.

6. Monitoring – Continuous

Reliability is automatically monitored 24 X 7.

EMS can be used to develop reliability and performance benchmarks before an application goes live. These can be used subsequently to determine whether it is meeting its delivery objectives, and can evolve over time to keep pace with application changes.

If reliability problems occur, they can be quickly tackled using QA's Scalability Diagnostics Program. This involves on-site scalability testing that accurately simulates peak demand, enabling scalability limitations to be identified, understood and corrected.

To learn more about how QA can help you improve the reliability and performance of your e-business applications, visit: www.quality-automation.com.

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