

# PERFORMANCE MONITORING

Unreliable, slow web sites with incomplete pages & badly performing user journeys don't just damage your brand and reputation. They also directly impact on your revenue, as users who are dissatisfied with their online experience quickly swap to a better performing competitor.

Site Confidence provides independent assurance of how your web sites are performing from your users' perspective, through our market-leading Performance Monitoring services.

We provide you with business critical information about your site's speed and availability that is customised and delivered to your specific requirements, alerting you to any issues as they happen.

## Key Benefits

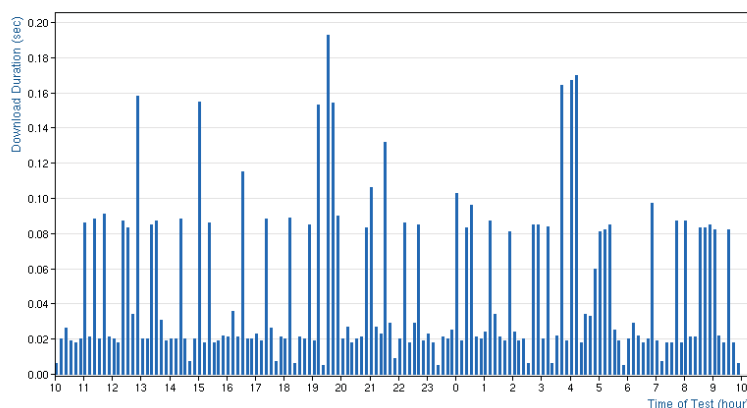
- **The users' perspective:** We give you a genuine understanding of what your customers experience when visiting your web site. By monitoring performance from outside your firewall, we simulate a user visiting your site and can capture exactly what they see.
- **Customised monitoring:** We can monitor anything we can access, from basic sites to complex dynamic journeys. Our solution is a comprehensive monitoring solution, allowing you to control and determine what you monitor and how often.
- **Rapid, actionable results:** The results we provide are timely, trustworthy and offer valuable information that enables you to react quickly, resolving problems effectively and efficiently. Our double testing methodology ensures that we only alert you to real errors, via the customisable escalation process, to whoever you wish to alert. By capturing the http headers you can pinpoint exactly what the problem is.
- **Trend analysis and reporting:** Over time those same results build a comprehensive view of your web performance, enabling you to spot trends and bottle necks, and effectively plan resources for the future. Access to your historic data enables you to make decisions on the state of your services.
- **Great service to make life easy:** There's no software to purchase or install. Our dedicated technical support engineers will configure the monitoring to fit your requirements precisely and ensure you are notified whenever that configuration may need to be changed.

## Why Site Confidence?

- **Experience** – founded in 2001 as one of the UK's first web monitoring companies, our reputation is well established and respected.
- **Independence** – we are independent from any hardware or software provider, so our advice is always unbiased.
- **Service** – we are fast, responsive and proactively tailor our services to meet your requirements.
- **Value** – our services offer genuine value; you only pay for what you need.

Call now for  
a free trial to  
see how we  
can help you

DNS Speed for Last 24 Hours



## More information:

For more information on Site Confidence services please:

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email: [info@siteconfidence.com](mailto:info@siteconfidence.com)

visit: [www.siteconfidence.com](http://www.siteconfidence.com)

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## Performance Monitoring services:

**Page Testing:** We offer a real insight into the web site speed and availability that end users actually experience. We can download any pages you choose at regular intervals, collecting performance information including availability, error details, page sizes and download speeds.

**User Journey Testing:** Allows you to track multiple-step user journeys such as booking holidays, purchasing insurance, placing a bet or registering a new user, right the way through your site. This ensures that your key processes are functioning in a proper and timely manner throughout your core business hours and beyond.

**International Monitoring:** We monitor pages or user journeys from locations around the globe, giving you indicative performance statistics from each continent.

**Message Monitor:** Enables you to track individual messages that are generated by a variety of activities on your web site. A record is generated as soon as the message is sent and we then track how long it takes for the message to arrive. You can then choose to apply metrics for successful delivery in the form of time limits.

**Competitor Monitoring:** You nominate competitor web sites to benchmark against your own for site availability and download speed monitoring.

**Email Server Testing:** We initiate POP, IMAP and SMTP sessions with your email servers at regular intervals to ensure they are available to your users.

## Results delivered in whatever format suits you:

1. **Alerts:** by SMS, voice or email.
2. **Monitoring portal:** our main online results portal, allowing detailed analysis of the causes behind performance problems.
3. **Management reporting portal:** summary reports showing high level performance and trends.
4. **XML and RSS feeds:** delivered directly your pc, team room screens or even your mobile.

## About us

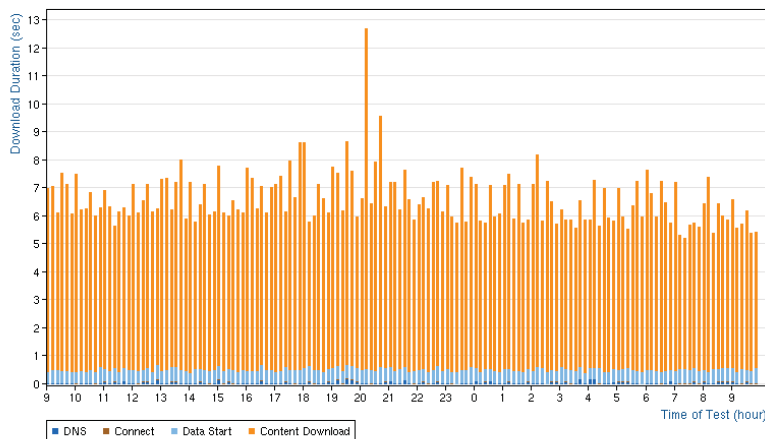
Site Confidence is the UK's leading web site performance monitoring company.

We provide independent web site Performance Monitoring and Load Testing to over 400 blue chip clients, protecting billions of pounds of online revenues and monitoring over 5 million web pages every week.

Site Confidence is an NCC Group company. NCC Group is the world's largest software escrow provider and a leading independent provider of assurance testing and consultancy services to over 15,000 clients.



Accumulative Download Speed for Last 24 Hours



Reporting period: 09:00 Mon 7 Dec 2009 to 09:58 Tue 8 Dec 2009

Generated Tue 8 Dec 2009 © SiteConfidence

## Our customers

We test web site performance for many of the UK's largest well-known brands, businesses & government departments:

- Scottishpower
- SAGA
- KwikFit Insurance
- AA
- John Lewis
- Aviva
- The Home Office
- Marks & Spencer