



Web Site and Web Application Monitoring

Key Features

- **Real time web application performance monitoring**
- **Real time web site availability monitoring**
- **Alerting and notification via operator console, email, pager and SMS**
- **Monitor critical business services such as HTTP, HTTPS, DNS, SMTP, POP, IMAP and TCP**
- **Pro-actively scan for security vulnerabilities**
- **Simulate single or multi-step 'synthetic' transactions**
- **Correlate web application performance with underlying IT infrastructure**
- **Access service level reports and performance metrics via browser-based dashboards**
- **Configure automated responses and escalation procedures**
- **Tailor functionality to meet local requirements via configurable probes**

Overview

webscout3G is an intelligent web site and web application monitor that pro-actively probes the availability, performance and security of web based applications and their underlying technology infrastructure.

It operates as a 'Virtual Client' that performs the same steps in a business process that a real client would, enabling organizations to measure the quality of service—inside the firewall or across the Internet—from a true customer perspective.

In contrast to products that simply monitor static web page response times, **webscout3G** can be tightly integrated with web applications to track each 'leg' of a transaction's performance through the complete web infrastructure including servers, databases and network components.

By combining the measurement of a customers' experience outside the firewall with the performance of supporting applications and infrastructure inside the firewall, **webscout3G** provides a true end-to-end view of a customer's Quality of Service.

Intelligent Probes

webscout3G uses advanced *finite state machine* technology to manage web applications and business critical Internet services via intelligent probes.

Using this leading-edge technology, service providers are able to define service *states* for each web application and pre-configure probes to initiate appropriate response management and escalation procedures based on *state* change. This allows organizations to rapidly identify and resolve performance and security issues before they affect users.

Probes are fully configurable and can handle most web application monitoring scenarios such as defining all steps and expected content in a transaction or defining the steps in testing a TCP service such as POP or FTP.

Alerting and Notification

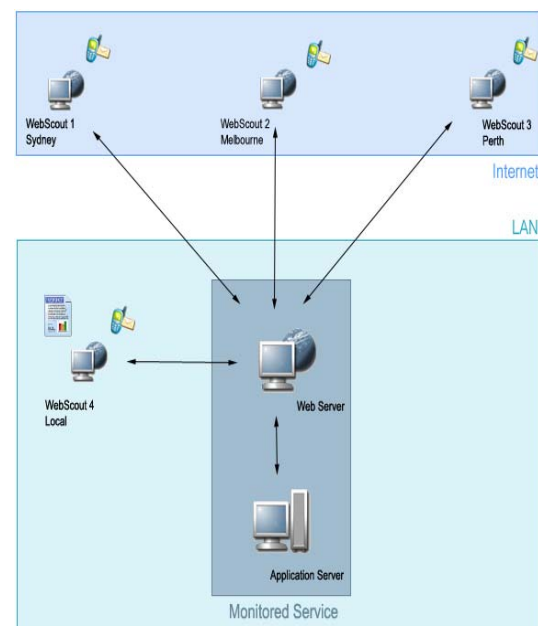
Web applications and services are checked on a 24*7 basis for availability, correctness and security. If a problem is detected, **webscout3G** initiates the desired response such as command execution or alerting and notification via SMS, email or pager. Potential problems can range from incorrect content, security violations, response being too slow, a host being down or an application not running.

Service Level Reporting

webscout3G provides organizations with real-time access to service level reports, event history, exception reports and performance metrics via configurable browser-based dashboards.

Customized views can be organized by web application, infrastructure or business-line and presented to authorized staff via secure management consoles.

All service *state* information is logged and states can be mapped directly to service levels thereby improving the accuracy and timeliness of service level reporting.



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