

# Cloud Application Perspective – Monitoring Internal Applications

## Key Benefits

**Reduce Time to Identify/Fix**  
Quickly determine whether issues are internal and external. Diagnose where to look for the problem.

**Remote User Satisfaction**  
Keep employees and customers happy by managing application performance at remote locations. Compare data center performance with regional offices, or customer sites.

**Hold Cloud Providers Accountable**  
Monitor the performance of external SaaS applications and Web Services to enforce service levels—both in real time with alerts, and at service reviews with historical data.

**Portability, On Demand**  
Download and install where and when you want. We'll guide you along the installation process and make sure data is being captured and presented correctly. All you need to get started is a server or PC supporting Windows.

**Flexible**  
Chose how frequently you want to monitor your application and pay for what you use. Looking for performance information every 1, 5 or 15 minutes? No problem.

Operations and IT groups struggle to monitor application performance within and across private networks. Users may be internal customers or in a different organization from the application provider. Restrictions on hardware-based monitoring solutions and limitations on technical personnel onsite make it difficult to manage performance for both internal or external users.

Keynote Cloud Application Perspective provides unparalleled flexibility in service level monitoring for your internal and private applications. Cloud Application Perspective is a light weight Windows service that can be installed on a user PC where it will silently monitor performance, without impacting productivity. If the system is accessed through a browser, Keynote monitors performance from the end-user perspective more accurately than

any other solution. Meet your SLAs and ensure end user satisfaction with Keynote Cloud Application Perspective.

## Example

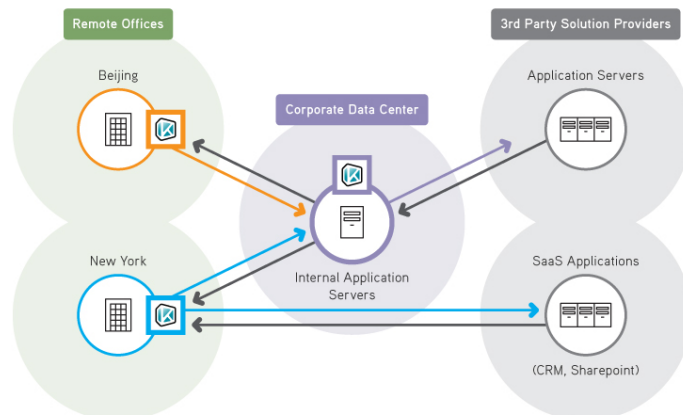
A global office logistics company depends on continuous, high-speed access to internal applications. When these applications are slow or unavailable, then the company's ability to coordinate and serve its customers immediately suffers. To make matters worse, some key applications have been outsourced either in part to IT solution providers or entirely in the case of a few SaaS apps. IT needs a way to monitor user experience in offices around the world, at customer offices, and to also directly monitor its vendors.

One such application is the firm's internal Webmail application whose

### INTERNAL BUSINESS SYSTEMS & APPLICATIONS MONITORING

Cloud Application Perspective agents monitor user experience of internal applications and performance of solution providers that enable them.

→ Monitoring performance of Webmail and archive servers from China office  
→ Monitoring performance of email servers and SaaS apps from corporate and regional offices



### Simple SaaS Administration

All data is presented in our free Web performance portal, MyKeynote. You get cutting edge dashboards, smart alerts and deep dive diagnostics, which deliver new levels of customizations, insight and flexibility to Web operations teams.

### Reliable

As with all of our performance monitoring products, you get peace of mind knowing you are using the industry leader when it comes to performance and accuracy.

### About Keynote

Keynote Systems (NASDAQ "KEYN") is the global test and measurement company for mobile communications and online business performance.

As an independent and trusted third-party, Keynote provides IT and marketing executives with an unbiased view into their Internet services from around the world. For over a decade, we have been providing measurement data and testing capabilities that allow companies to understand and improve their customer's online and mobile experience. Keynote Systems, Inc. 777 Mariners Island Blvd. San Mateo, CA 94404 [www.keynote.com](http://www.keynote.com)

email is archived offsite by a 3<sup>rd</sup> party.

Cloud Application Perspective is the ideal solution because its software agents can easily be deployed both in countries like China and in the corporate data center.

Keynote's SaaS portal centralizes management of the solution. Monitoring scripts are deployed from a central location, custom alerts are configured, and data can be visualized for detailed analysis.

Now the IT group knows before the users when there is a failure and immediately whether it's a problem with their infrastructure or the email archiving service. As a result, time to identify and locate the source of a problem is reduced from hours or days to minutes.

### Key Features

Record scripts with point and click ease for each business systems transaction, for any length sequence of Web pages

Complete round-trip testing from the end user to the application system and back

Light weight monitoring agent can be easily installed on a shared end user device

Set individual performance thresholds for each transaction based on response time or availability.

Monitor all HTTP traffic whether it is web browser or API traffic

Smart alarming delivers flexibility and options that are relevant and customizable to your needs. Setting your alarms by consecutive failure and suspending with one click are brand new features that empower your Web Operations team like never before.

Install anywhere inside your organization – on premise or at a hosted cloud provider

Continuous 24x7 monitoring

Supports Windows PC and Server operating systems

