



Your Keynote FlexUse™ Account

Combining complete control of software-as-a-service (SaaS) subscription management with the convenience of on-demand provisioning for a best-in-class account type for the Web performance industry. Next generation SaaS is here.

In the Web 2.0 era, development and site changes are moving faster than ever. New projects are coming online and sites are constantly being redesigned. With a FlexUse account you can keep pace with the ever-changing and expanding monitoring needs of your online business.

The Next Generation of SaaS Features

Software-as-a-service is not just how we deliver our products to you, it has been in our DNA since our inception. You already know that you get extensive Web performance services accessible on-demand via our online portals. With the FlexUse account we're giving you more account control and visibility than ever before.

FlexUse is the next generation in SaaS account management and billing. A FlexUse account opens up unsurpassed visibility into and control of your Web performance budget in one interface. It provides you with the billing flexibility, customization, and metrics to support Web page development and innovations at today's Web 2.0 speeds. With FlexUse, Keynote provides the Web performance industry's best billing solution.



The Trusted Authority for Web and Mobile Performance Worldwide

Packaging and Configuration Flexibility

With a FlexUse account, all of your Keynote Web measurement services are now available to you under a single portal interface for provisioning and billing administration. That single interface provides you with a powerful tool for ongoing self-management of your entire measurement services portfolio.

The agents from our global test and measurement network are grouped into Agent Groups to support easy and quick configuration. They are grouped by geographic areas, region, and popularity. With FlexUse, you're free to effortlessly configure your own custom agent group to fit your particular needs. Agents are selected via a point-and-click interface, making the world's largest global test and measurement network quickly accessible.

Account Visibility

A FlexUse account gives you complete account information from a high-level account summary down to individual measurement details. This comprehensively covers current, past and forecasted measurements. That visibility provides the information you need to successfully manage your account.

You have the control and flexibility to manage your own measurements and agent groups with detailed insight into the financial aspects of your account right down to individual measurements. You can price out prospective projects quickly and easily using the built-in calculator. Spending rates are forecast so you can budget accurately and fully utilize your allowance.

Key Benefits

Easy Account Tracking

Examine account budget status in real-time. Details about costs, budgets, and predicted spending are available online, on-demand.

Instantly Price New Monitoring Projects

With the built-in calculator you can instantly price Keynote services before you start using them. Unique to the industry, our "what if" scenario pricing let's you explore options for monitoring your online performance.

Largest On-Demand Test and Measurement Network in the World

Key Features:

Real-Time Account Usage

FlexUse gives you real-time information on your account usage as well as projected account usage down to individual measurements all from your personalized account portal.

Your FlexUse account puts you in control of your budget. Through the Keynote Service Center (KSC) portal you get daily actual and projected costs for your Keynote Web measurement services. Keynote services are broken down in a pie chart to give an overview of spend by service. You can drill down for detailed visibility into your Keynote services.



Billing Options to Fit Your Business

Our billing options have evolved to meet your business needs. Today we offer more options than any other company in the monitoring industry. Billing options you can choose include:

- Prepurchase
- Pay-as-you-go
- Pay-as-you-go with prepayment

Prepurchase has a single upfront invoice with the initial lump sum, providing the security of knowing your exact budget expenditure.

Pay-as-you-go is monthly invoicing based

on the services used in the previous calendar month. To support changing Web site needs this plan has the added flexibility of no hard budget limits.

Pay-as-you-go with prepayment combines two plans, allowing you to draw on your prepaid amount until funds are exhausted, at which time we revert to monthly invoicing.

This variety of billing options provides flexibility you won't find anywhere else.

Notification

You can set a monthly notification level that alerts you when you are approaching your budget total for the month. Expenditures are forecast based on current provisioning and allowances are also displayed. This daily view into your account gives you visibility and control. It's just another way Keynote helps you keep your online business running in top shape and within budget.



Built-In Calculator

With FlexUse you can quickly run "what if" scenarios to examine the pricing and details for monitoring to support a new project. These calculations provide optional configuration options to determine the exact price and the most beneficial monitoring configuration before provisioning. Now you can know what these services will cost before starting any new Web monitoring projects.

Additional Benefits

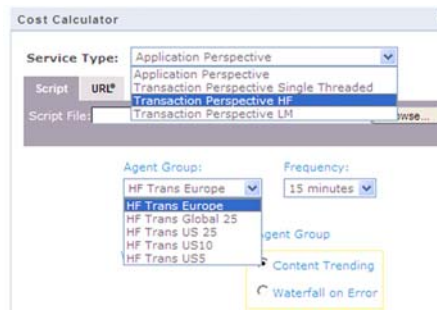
Customize Agent Groups

No two businesses are alike. Create your own groupings of cities and locations around the world from where you want to monitor your online business.

Manage Measurements and Accounts in Real-Time

The provisioning and administrative portal for FlexUse accounts provides secure real-time and projected costs with the option to drill-down for each individual measurement.

One company, full lifecycle support for your online content.



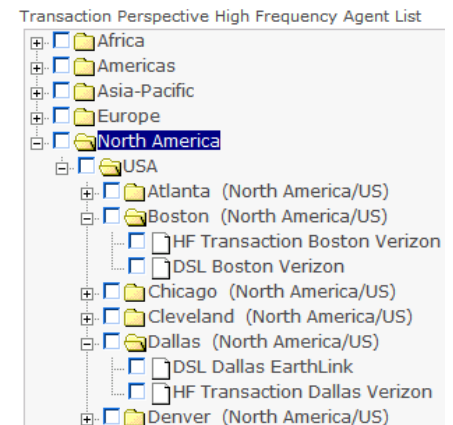
To perform a quick calculation, select a script that you have recorded via your KITE (Keynote Internet Testing Environment) recorder. Then select the appropriate provisioning options—for example, frequency, agent group, Web content trending, and large file download.

In the Web 2.0 world, companies now update their Web pages more frequently than ever before. With increased functionality and complexity the need for quickly deployed ad-hoc monitoring is essential. Keynote can provide immediate pricing for a new project to ensure that it will meet your budget.

Adding New Agents & Provisioning

Selecting or editing agent groups, or creating your own custom group makes managing your agents a breeze. Select the script or URL you want, and then choose the locations from where you want to monitor. Not only does Keynote have the largest on-demand global testing and measurement network, it also has

the smoothest Agent Group selection process. You can pick an existing group by locations, measurement types and/or groupings, or you can quickly create your own custom group from any of the agents on our network. The process of creating or selecting an agent group takes just seconds via the KSC portal.



Provisioning is an easy point-and-click process. Advanced provisioning options such as frequency or Web content trending can be configured with a few clicks of the mouse. Configuration options apply not just to provisioning measurements but also to the built-in calculator.

This powerful agent grouping and provisioning flexibility is built on the strength of our network, which is every place your customers are. With Keynote you can grow with us as your business expands and evolves.

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.

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Keynote Understands Your Online Business



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