

Keynote Diagnostic Services

Keynote Diagnostic Services Capabilities

- Root cause analysis conducted to pinpoint causes of poor Web site performance.
- Quick deployment of urgent transaction scripts to support new applications.
- Technical Support for load testing during non-business hours
- Full-service scripting of complex scenarios for Transaction Perspective™, Test Perspective™, Mobile Device Perspective™ and Mobile Application Perspective™ Keynote public and private agents.

Increase Your Diagnostic Capabilities Without Increasing Overhead

Keynote Diagnostic Services (KDS) extends the troubleshooting arm of your e-business by providing Internet expertise to address complex performance problems, diagnostic capabilities to help you perform root cause analysis, scripting support for advanced configurations, and after-hours access to KDS analysts for high priority problems. Add value to your existing services while you improve your mean-time-to-repair—a critical metric for any operations center.

Advanced Diagnostic Services — Whether you are trying to isolate the cause of a 404 content error, pinpoint the part of your infrastructure that is creating latency, or analyze load test results, KDS takes the mystery out of problem diagnosis by helping you perform root cause analysis.

Proactive Diagnostic Monitoring — Respond to issues faster with continuous measurement script monitoring. KDS customers with Silver level or higher subscriptions will be proactively notified if their measurement scripts begin to show problems with proper operation (often due to customer site changes).



Decrease Time to Diagnosis — Keynote Diagnostic Services allows you to leverage Keynote’s industry expertise, diagnostic tools, and express scripting services to make more accurate problem diagnoses.

Express Scripting — Let Keynote help you quickly implement scripts in support of urgent application changes, or develop new scripts for Web sites with complex content.

Extended Diagnostic Assistance — KDS Analysts are available outside normal business hours to assist you with high priority problems.

Advanced Training and Education — Keynote gives customers access to a wide variety of online classes and structured training. These classes were designed with an emphasis on root cause analysis and diagnostics to improve your staff’s ability to use Keynote data. Gold-24 and Platinum KDS customers are entitled to annual instructor-led training provided by Keynote Product Experts.

Multiple Diagnostic Packages to Meet Your Needs

Keynote Diagnostics Services (KDS) is a set of monthly subscription-based offerings that provide the diagnostic and scripting assistance described above. Choose from Bronze, Bronze-Plus, Silver, Gold-10, Gold-15 and Gold-24 levels which include increasing numbers of KDS incidents per month.

Keynote Platinum KDS is a fully-customized offering designed to meet the most demanding needs of your enterprise. With Platinum KDS, a designated KDS Analyst is assigned to your account that understands your specific business needs and ensures that Keynote Support and the rest of the Keynote team are aligned to meet the needs of your business.

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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