

Private Agents

Measure Applications in Your Data Center, on the Intranet, Extranet and Across VPNs

Keynote Private Agents are hardware appliances that measure application performance on private networks beyond Keynote’s extensive, hosted, public test & measurement network. Private Agents leverage Keynote’s trusted third-party analysis to help you verify whether your critical applications, Web infrastructure and e-business partners are operating at an agreed-upon level of service and performance.

Key Benefits

Triage and diagnose Web site or Internet infrastructure

Quickly compare internal vs. external performance data minimizing the need for Internet pre-deployment application tuning

Baseline without the influence of external traffic on your Intranet

Enforce SLAs with real data

Measure the impact of new technology architecture changes

Accomplish complete application monitoring with integration into HP OpenView Transaction Analyzer

Get unlimited measurements on your private network that meet your reporting needs

Keynote Private Agents give you complete visibility into the performance of your most critical internal and Intranet applications.

With Private Agents, you can quickly triage the root cause of performance bottlenecks and dramatically reduce the time and effort in diagnosing and isolating performance issues.

Use Keynote Private Agents to:

- Monitor internal applications and infrastructure not measured by Keynote’s extensive public test & measurement network
- Isolate local access or server-side issues faster
- Triage issues by comparing performance across Keynote’s public agents to the performance within your private networks

Diagnose Problems Faster with Inside Information

Keynote private agents can help you determine if your internal applications’ sluggish performance is caused by:

- design of applications
- deployment of internal applications
- internal network infrastructure
- public internet to which branch offices may be connected

Private agents continuously monitor and detect problems, giving you uninterrupted information, even when a new application is deployed or when changes are made to an existing Web application.

Keynote Private Agents run behind the firewall and use a **real embedded IE browser** with caching turned on to simulate the real world scenario of a returning user – the only such solution of its kind available today.

A Web site that experiences even subtle error rates internally can never be expected to perform well on the Internet. When you deploy a Private Agent in your corporate data center, any error rates and download times recorded will help you quickly detect, diagnose and resolve problems before wide scale deployment.

By measuring application and transaction performance without the influence of the Internet you can determine which part of your infrastructure is responsible for a performance issue, and repair it faster.

When a Keynote public agent sends you an alert, you can further diagnose that transaction with your private agent data.

The private agent is dedicated exclusively for you to use as needed for diagnosis. Use Keynote private agents to test applications, transactions or individual servers to resolve performance issues faster.

Private Agent Specifications

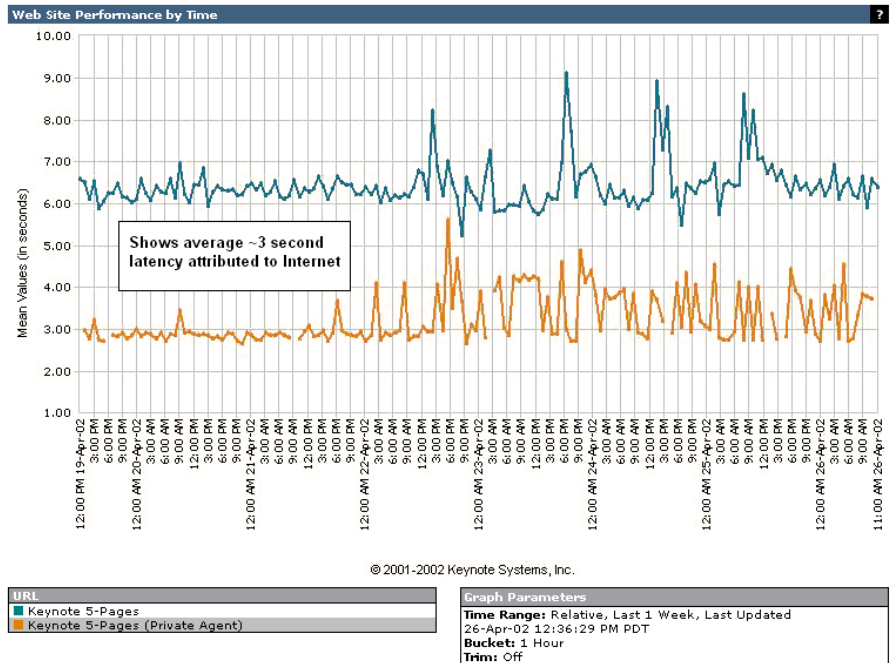
Keynote Private Agents provide inside the firewall monitoring with up to 4,000 page views per hour providing fast provisioning for troubleshooting transactions

Keynote's Private Agent comes equipped with Keynote measurement software. Each Private Agent runs on a rack mountable, 1U Windows computer.

Keynote Private Agents have multiple built-in Ethernet interfaces that allow them to be directly attached to any 10 or 100Mbps switch at either half or full duplex speeds.



The Keynote Private Agent hardware appliance monitors and measures Web application and transaction performance in real-time.



The Keynote Private Agent helps isolate key issues affecting applications by eliminating the effects of internet and giving an external vs. internal view of the performance metrics.

KEYNOTE
The Internet Performance Authority

Performance Scoreboard
Generated from 6/6/2007 1:20:13 PM to 6/6/2007 5:20:13 PM (EDT) Logout - Help

Internet >>>
Web Site TR1 >>>

Scoreboard: From: To: Metric: Period:
View 1 | Internet | Web Site TR1 | Total (sec) | Last 4 Hours

View: Destination by Origin | Origin by Destination | Metrics by Origin | Metrics by Destination | Time by Origin | Time by Destination

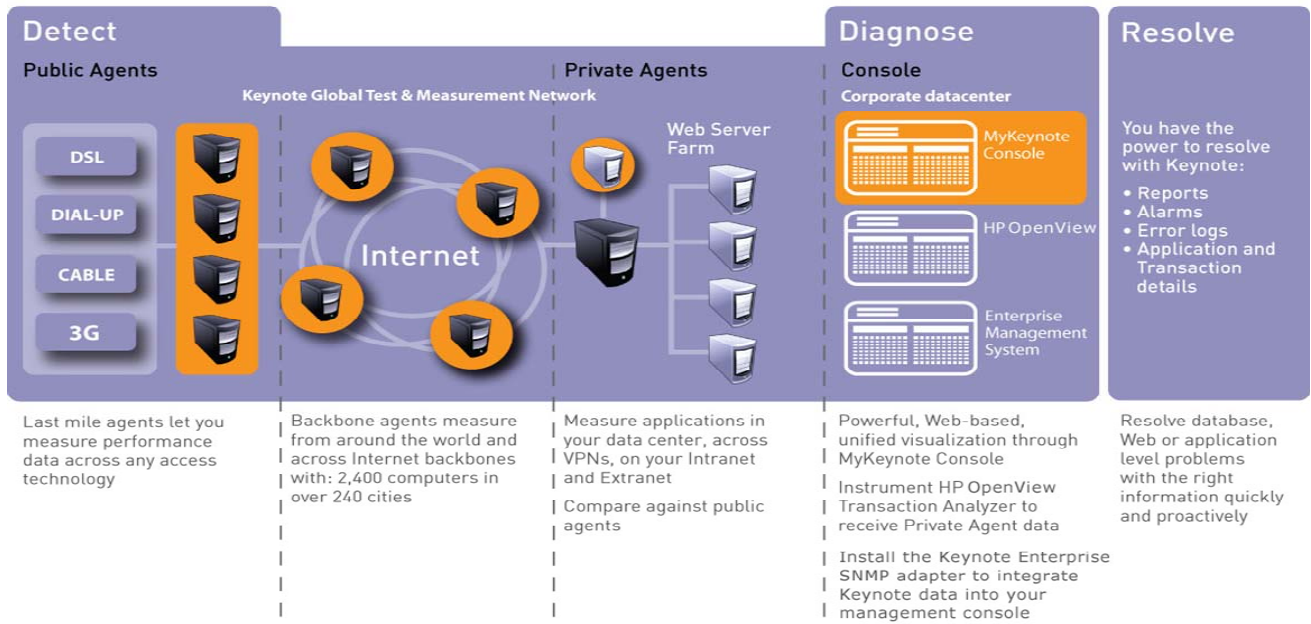
Origin	Destination - Total (sec) - Last 4 Hours									
	Web Server 1	Web Server 2	Web Server 3	SOAP APP 1	SOAP APP 2	SOAP APP 3	Login TXN	Signup TXN	Check Act TXN	Logout TXN
Internet	5.05	7.00	6.00	7.37	7.16	7.14	6.04	5.85	7.64	6.74
Private Agent Milan	6.08	6.81	7.81	7.21	6.81	6.91	5.82	5.93	7.50	6.47
Private Agent SF	16.08	23.81	17.81	17.21	6.81	16.91	25.82	5.93	7.50	26.47
East	6.06	7.44	4.44	7.74	7.74	5.5	6.50	6.27	8.44	7.17
Midwest	6.08	6.81	4.2	7.21	6.81	5.32	5.82	5.93	7.50	6.47
South	5.54	6.39	6.22	6.82	6.51	5.21	5.43	5.32	6.81	6.07
West	5.73	6.95	6.92	7.31	7.09	6.99	5.93	5.51	7.18	6.78
AT&T	5.65	6.84	6.32	6.83	6.97	6.95	6.17	5.69	7.84	6.34
Level3	6.01	6.88	6.85	7.47	7.34	6.99	6.08	5.96	7.92	6.70
Qwest	5.83	7.31	7.21	7.67	7.37	7.71	6.32	6.06	7.98	7.20
Sprint	5.97	7.12	7.01	7.70	7.42	6.89	6.16	5.54	7.25	6.72
Verizon	5.85	6.91	6.81	7.23	6.99	6.89	5.81	5.82	7.40	6.55

Tools: Administration - Charts - Diagnostics - Events - Reports - Time Periods

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Keynote Performance Scoreboard displays Private Agent data on a real-time, visually intuitive console to help you quickly identify problems and their root cause across locations and your critical applications. For example, the branch office in SF has a poorer response time experience on Web Server 2 than the one in the Milan branch office.

Detect, Diagnose and Resolve — In Real-time



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 on-line business 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.

A Typical Customer Installation of Private Agents includes:

Public Agents

Choose from more than 240 representative end-user locations around the world

MyKeynote Console

A Real-time operational console for drill-down, root cause analysis, and validation.

Performance Scoreboard

A unified console for monitoring critical application measurements and diagnosing performance issues using dynamic thresholding & advanced reporting.

Keynote Performance Scoreboard is used to collect, correlate, and report the results from Private Agents in real time. Scoreboard gives a representative view of the entire infrastructure, highlighting areas where thresholds are breached.

Scoreboard also allows you to segment performance by backbone, branch offices vs. the internet across multiple Web applications and Web servers.

Enterprise SNMP Adapter

Integrates Keynote alerts into all popular enterprise system management frameworks including: CA Unicenter, HP OpenView, IBM Tivoli T/EC, and NetIQ AppManager.