

Performance Scoreboard

Monitor Your End-Users' Experience across Enterprise Web Applications

Keynote Performance Scoreboard provides a unified Web performance dashboard for defining and managing service level objectives (SLOs) in complex, multi-location or multi-property e-businesses. Taking advantage of Keynote's global test and measurement infrastructure, Performance Scoreboard enables you to trend the performance of your critical transactions relative to industry benchmarks and key competitors.

Key Benefits

Roll-up a high-volume of metrics into a highly-flexible dashboard for extensive reporting and benchmarking

Track critical "money-path" transactions from various monitoring locations into a unified view

Visualize transactional performance from various end-user locations, branch offices and partner locations

Establish SLO's based on network components and availability rates

Report extensively on performance and availability measurements for business scorecards

After your service levels are defined, Keynote Performance Scoreboard can aggregate data from Keynote's proactive monitoring agents to track service level compliance across your entire e-business.

With its intuitive visual display, Performance Scoreboard let's you view—in a single pane—the health of all your data centers and properties. From this unified perspective, you can analyze trends and network details, and drill down as needed to diagnose specific performance problems.

Keynote Performance Scoreboard is a highly flexible front-end visualization console for all of Keynote's Web Performance Test & Measurement products. It incorporates data from all Keynote public and private monitoring agents including Keynote Application Perspective® and Transaction Perspective® products.

The console is ideal for application support managers, application owners and operations managers

who manage a high volume of measurements and need advanced reporting and alerting functionality.

Additionally, the console can be customized to facilitate access control across various groups in an organization and aggregate transaction measurements into business units.

Performance Reporting of Vital Web Metrics

Performance Scoreboard gives you instant access to the critical metrics that reflect network, data center, and application performance—with visibility into multiple applications from a single pane.

Performance Scoreboard complements Keynote's MyKeynote console with a real-time view of aggregated data for summary analytics, as well as drill-down diagnostics to help you rapidly isolate the source of a performance problem.

Key Features

- Quick monitoring and diagnostic information when a high volume of transactions are involved
- Deep insight into the performance of your application, Web and server infrastructure
- A highly customizable visual console
- Flexible views and access control for different business units and various teams in each unit
- Advanced reporting and events management that helps conduct intelligent problem triage and create business scorecards

Scoreboard: From: To: Metric: Period:
 eBrokerage East Tool "R" Us Page 01 Total (sec) Last 4 Hours

Destination by Origin	Origin by Destination	Metrics by Origin		Metrics by Destination		Time by Origin		Time by Destination	
T. Rowe Price - Total (sec) - Last 4 Hours									
	Page 01	Page 02	Page 03	Page 04	Page 05	Page 06	Page 07	AT&T - Page 07 Total (sec) - Last 4 Hours	
	Current		Normal		Warning		Critical		
East	1.28	0.35	1.73	4.96	0.72	2.06	3.52	Total	3.50sec 2.98 5.95 8.93
MidWest	1.92	0.58	1.49	5.16	0.73	2.11	3.09	First Byte	2,015ms 1,842 3,685 5,528
South	2.68	0.74	2.60	5.57	0.60	2.22	3.79	Base Page	279ms 65 129 194
West	3.20	1.22	2.89	6.78	0.83	2.48	3.27	Content	1.21sec 0.86 1.72 2.58
Origin	Internet	1.92	0.58	1.96	5.42	0.72	2.17	3.36	1.40
	AT&T	0.91	0.35	2.18	4.53	0.71	1.86	3.50	0.96
	Level3	1.23	0.44	1.40	5.03	0.69	2.03	3.15	0.88
	Qwest	2.26	0.62	1.87	5.69	0.78	2.30	4.00	1.89
	Sprint	3.15	1.14	2.65	7.00	0.87	2.56	2.77	3.20
	Verizon	2.40	0.62	2.33	5.49	0.60	2.22	3.36	1.53
	Count	1		NA	NA	NA	NA	NA	NA
	Total Bytes	53.00KB		NA	NA	NA	NA	NA	NA

Zero in on the problem faster. Based on customized thresholds you define, Keynote Performance Scoreboard uses color-coding to show you which data centers are experiencing performance problems across major Internet backbones.

Being Web-based, Performance Scoreboard can be customized to match how you manage the performance and availability of your e-business infrastructure and Web applications.

With Keynote Performance Scoreboard, you can:

- View the health of all of your data centers or properties in a single pane
- Identify network latency problems before they degrade performance
- Conduct triage using on-demand drill-down diagnostic tools
- Monitor your Service Level Objectives (SLOs) at a glance
- Analyze trends and network details using on-demand drilldown diagnostic tools
- Drill down into application-level diagnostics provided by Keynote Application Perspective and Transaction Perspective products
- Visualize how site availability and performance is affected by network issues such as DNS, packet loss, connections, content, and server issues such as server delay

Fully Customizable Reporting Puts You in Complete Control

With Performance Scoreboard, you can view measurements by:

- Individual Keynote measurement agent
- Backbone
- City
- Region
- Page component
- Availability
- Packet loss

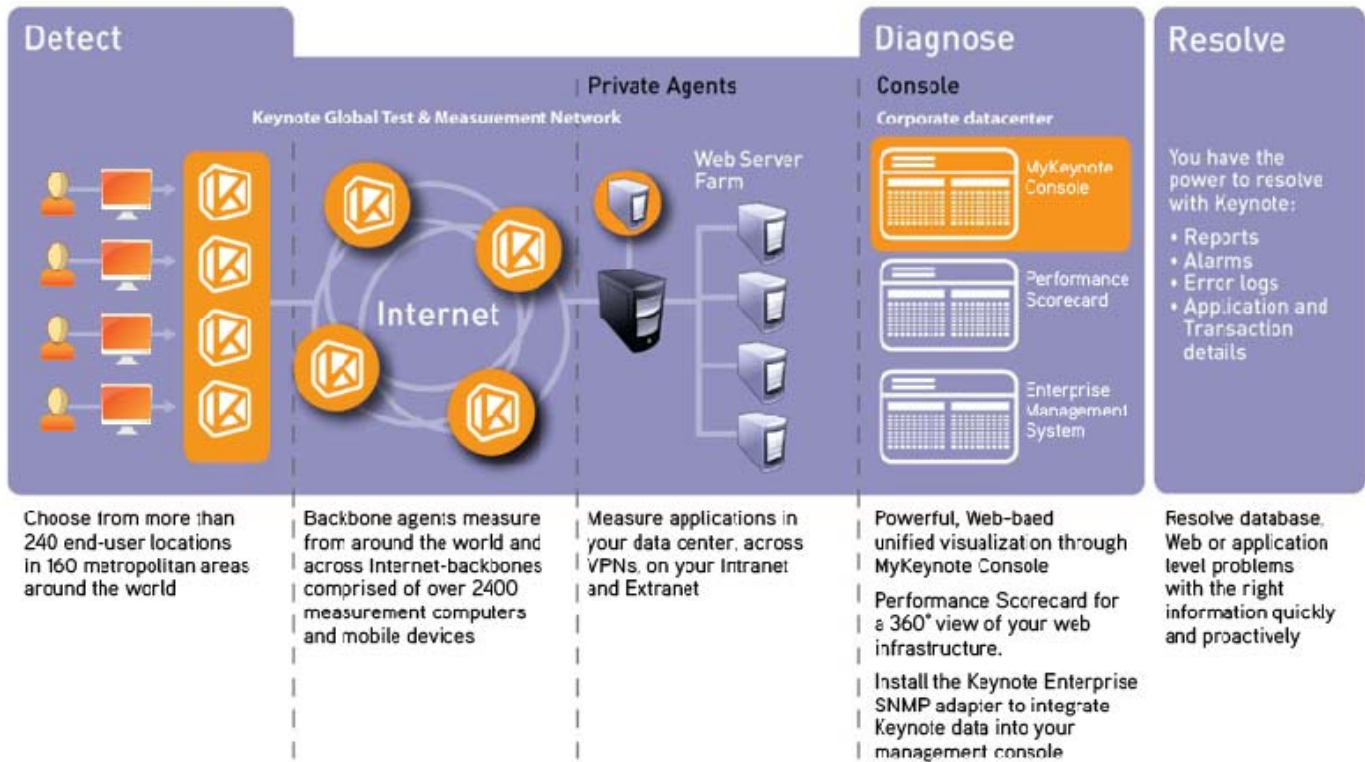
You can define measurements for monitoring that include:

- Transactions
- Single pages
- Individual content cached and third-party providers
- Data centers
- Server farms (VIPs)
- Physical servers (PIPs)

And you can view and set thresholds by:

- Overall transactions
- Individual transaction pages
- Single page downloads
- Individual components (including DNS, TCP connect, redirection, server delay, HTML download, packet loss and more)

Detect, Diagnose and Resolve — In Real-time



A Typical Customer Installation of the Keynote Performance Scoreboard also includes:

Public Agents

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

Private Agents

A high-frequency inside the firewall monitoring up to 4,000 page views/hour with fast provisioning for troubleshooting transactions.

MyKeynote Console

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

Application Perspective and Transaction Perspective Products

Uses emulated or real browsers respectively to measure and diagnose Web application and transaction performance and availability issues.

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.

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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