



# Monitoring Insights

Consistent, reliable monitoring that gives you independent assurance of how your websites are performing from the visitor's perspective





# Overview

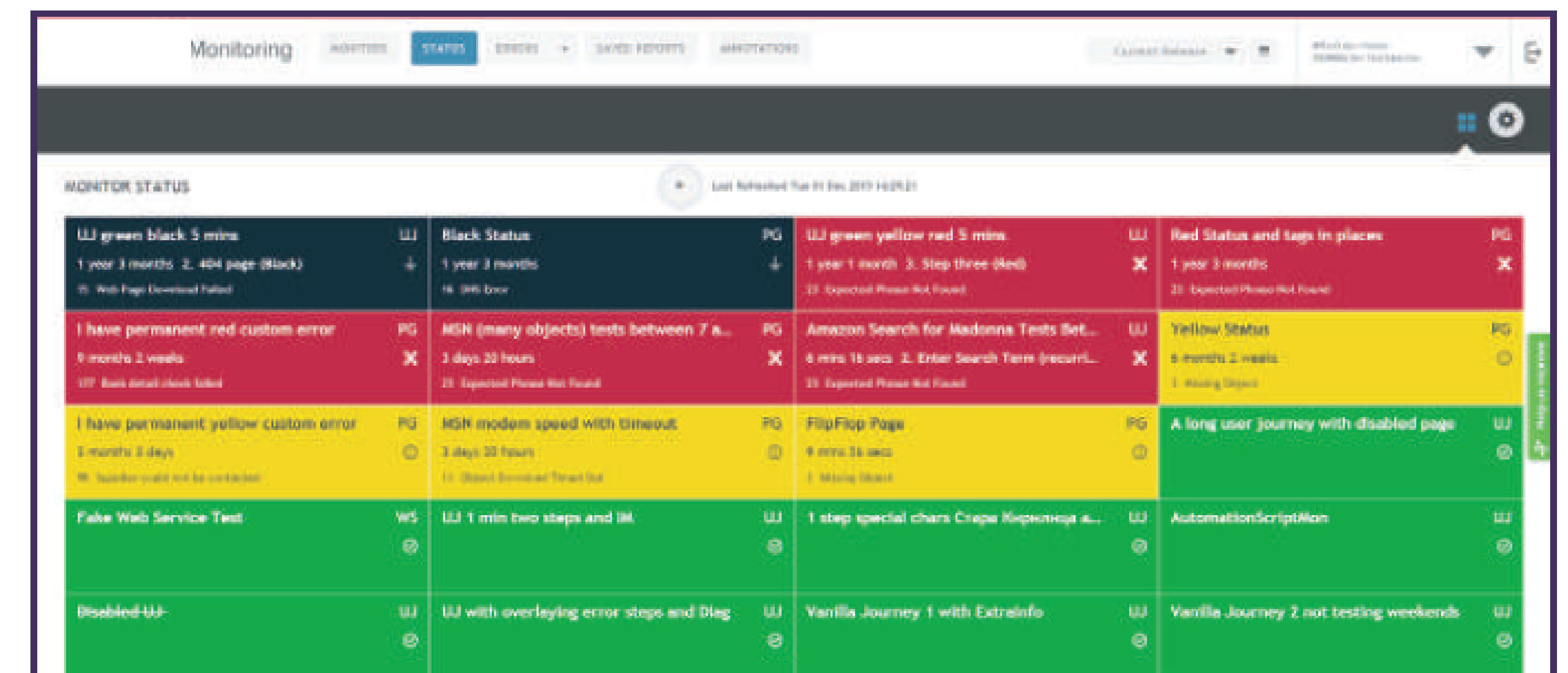
*"Your monitoring service saves us so much time and gives us the ability to eliminate the problem immediately."*

SLM Analyst,  
Price Comparison Website

How do you know your website is performing day in, day out? We provide you with business critical information about your site's speed and availability. You also get fully customized alerts, so you can find out about and deal with any issues as they happen.

# Key Benefits

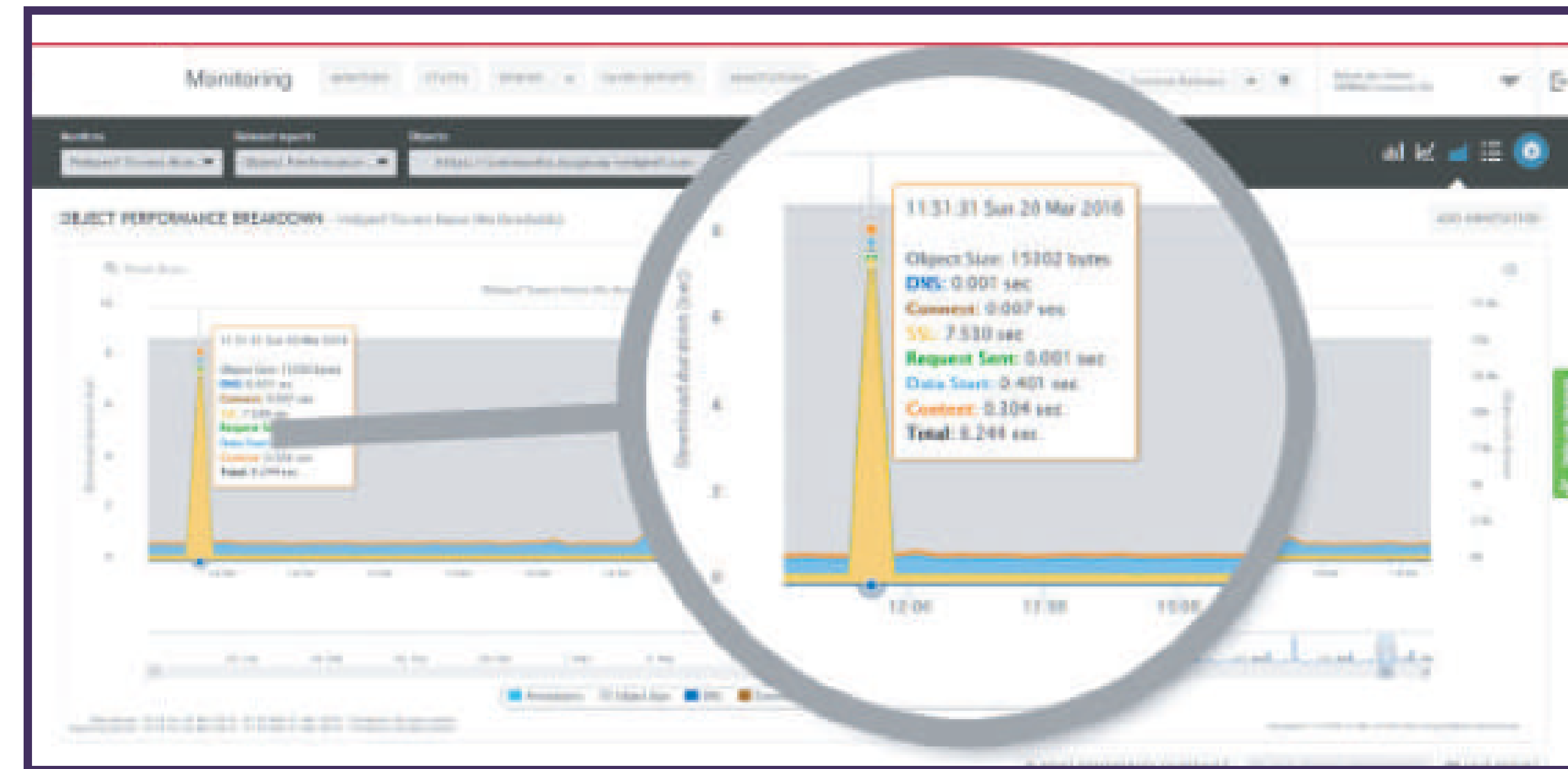
- **Consistent reliable testing:** We've spent years developing and configuring reliable test agents, and we use Tier 1 networks to give you results that are unaffected by connectivity issues. In short, we give you data you can trust.
- **The user's perspective:** By monitoring performance from outside your firewall, we simulate a user visiting your site and can capture exactly what they see.
- **Customized monitoring:** We can monitor anything we can access, from basic sites to complex, dynamic journeys. Our comprehensive monitoring solution allows you to control what you monitor and how often.
- **Rapid, actionable results:** The results we provide are timely, trustworthy and offer valuable information that enables you to react quickly, resolving problems effectively and efficiently. Our double testing methodology ensures that we alert you only to real errors, via the customizable escalation process. By capturing the HTTP headers and any associated content, we help you pinpoint exactly what the problem is.
- **Trend analysis and reporting:** Over time, your results build a comprehensive view of your site's performance, so you can spot trends and bottlenecks, and plan for the future effectively.
- **Great service to make life easy:** There's no software to purchase or install. Instead, our dedicated technical support engineers will configure the online monitoring portal to fit your requirements.



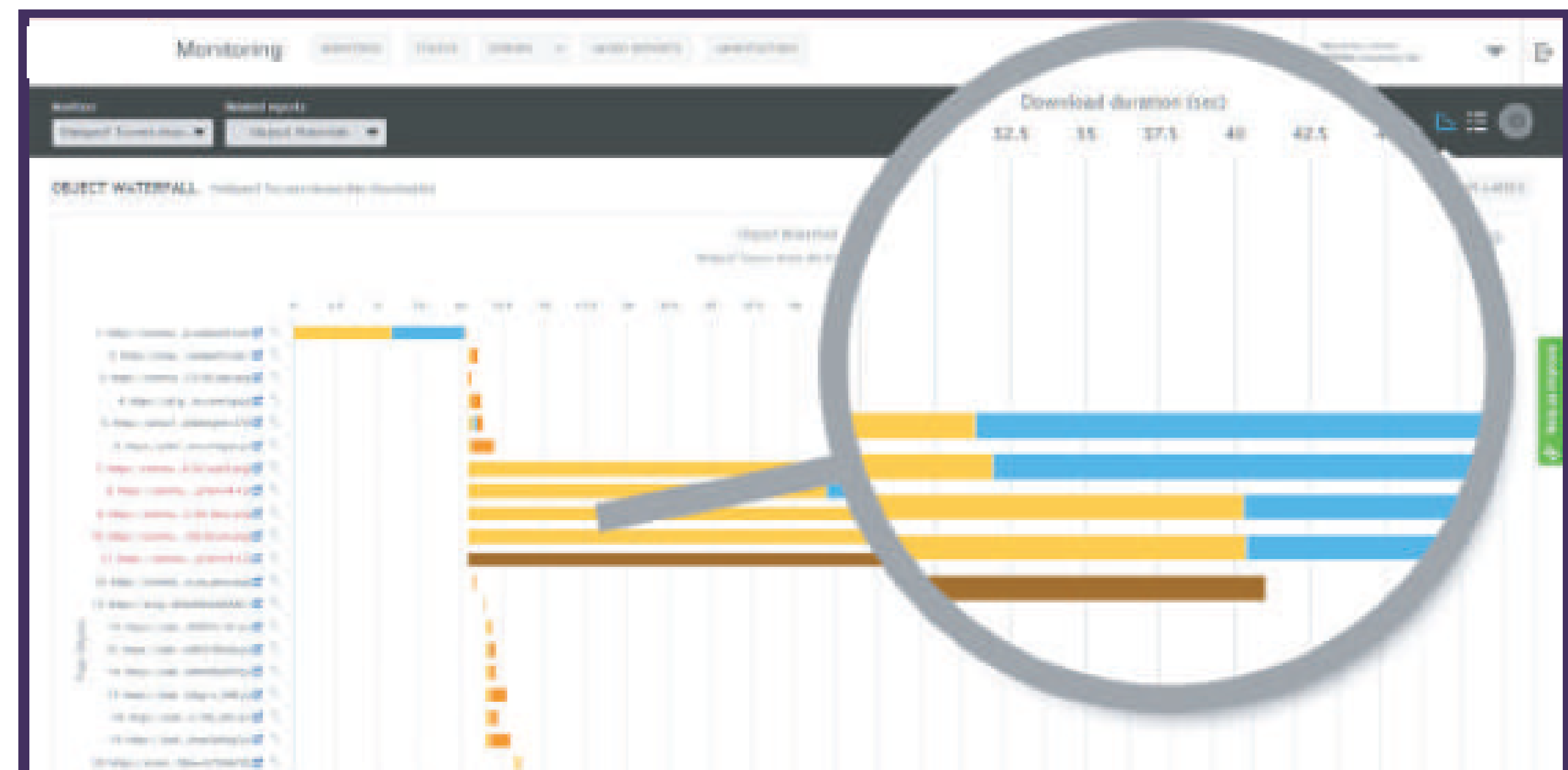
The monitor status screen shows you an overview of all the pages and user journeys you're monitoring, so you can quickly identify errors and outages.

# What can you monitor?

- **Individual pages:** We offer a real insight into the website speed and availability that end users experience. We can download any pages you choose at regular intervals, collecting performance information, including availability, error details, page sizes and download speeds.
- **User journeys:** Allows you to track multiple-step user journeys, such as booking holidays, purchasing insurance, placing a bet or registering a new user, right through your site. This ensures that your key processes are functioning throughout your core business hours and beyond.
- **International monitoring:** We monitor pages or user journeys from locations around the globe, giving you indicative performance statistics from each continent.
- **Message monitor:** Enables you to track messages generated by a variety of activities on your website. We record when the message is sent and then track how long it takes to arrive. You can then choose to apply metrics for successful delivery in the form of time limits.
- **Competitors:** Nominate competitor websites to benchmark against you own for site availability and load time.



View performance over time for different objects on your website.



Drill down to an object-level waterfall chart to help you pinpoint the source of errors and slowdowns.



# Reporting

We offer a wide range of reporting options, ensuring that your results are delivered in the format that suits you best.

- **Alerts:** By SMS, voice or email.
- **Monitoring portal:** Our online interface allows detailed analysis of the causes of any performance problems.
- **Monitoring API:** A data extraction tool that allows you to access test results through standard XML and JSON requests.
- **XML and RSS feeds:** Delivered directly to your PC, team room screens or even your mobile.
- **Screen grabs** give you extra insight when errors are reported.
- **Free mobile app:** When it's not convenient to log in to our browser-based portal, you can get fast access to your data and run manual tests with our free app, available on Google Play and the App Store.



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### About Eggplant

We empower organizations to create amazing digital experiences.

At Eggplant we help businesses to test, monitor and analyze their end-to-end customer experience and continuously improve their business outcomes.

Companies worldwide use Eggplant to surpass competitors, boost productivity, and delight customers. How? By dramatically enhancing the quality, responsiveness, and performance of their software applications across different interfaces, platforms, browsers, and devices — including mobile, IoT, and desktop — in agile, DevOps, and innovative application and data environments.

We are a global company serving more than 650 enterprise customers in over 30 countries. Eggplant has offices in London, Boulder Colorado, Philadelphia, Berlin Germany, with additional development centers and regional offices around the world.

Sectors include automotive, defence and aerospace, financial services, healthcare, media and entertainment, and retail. Eggplant is backed by The Carlyle Group (NASDAQ: CG).

Learn more at [eggplantsoftware.com](http://eggplantsoftware.com)