

AlertSite

Web and Mobile Transaction Monitoring



A Customized, Flexible View of Web Performance

Understand
the end-user
perspective

Measure rich
Web 2.0 sites

Analyze third-party
content and
its effect on users

Monitor
native Flash
applications

Create scripts
easily and
intuitively

Record and
playback inside
the browser

Maximize Your Customer's Web and Mobile Experience

It only takes a matter of seconds to lose an online sale due to poor website performance. To ensure your website performs optimally, you need to see what your customers see. Now you can.

AlertSite provides the industry's first inside-the-browser performance monitoring technology, called DéjàClick, for both web and mobile sites. Its record-and-playback technology creates monitoring scripts based on user transactions and click streams. AlertSite® can monitor your web and mobile sites from multiple locations around the world simultaneously and deliver critical performance metrics.

TrueUser™ technology automatically adjusts to handle Rich Internet Applications (RIAs) and sites with JavaScript.

TrueScreen™ technology allows you to monitor the performance of your Flash applications, including clicks, drags, keystrokes and mouseovers.

ContentViews™ enhances business productivity by categorizing website content. This technology allows content owners to pinpoint the impact ad networks, CDN and other third parties have on the user experience.

Mobile Monitoring tests user experience and device compatibility of mobile websites. This technology helps companies ensure their customers enjoy an optimal mobile browsing experience.

AlertSite Web and Mobile Transaction Monitoring

AlertSite gives you a comprehensive perspective of your Web and Mobile Sites

Whether your online business is retail, travel financial or customer service, AlertSite Monitoring can help you understand and improve the performance of your website.

See realistic data. Capture the performance of your site from the perspective of a real web browser and you see how page resources load for your customers.

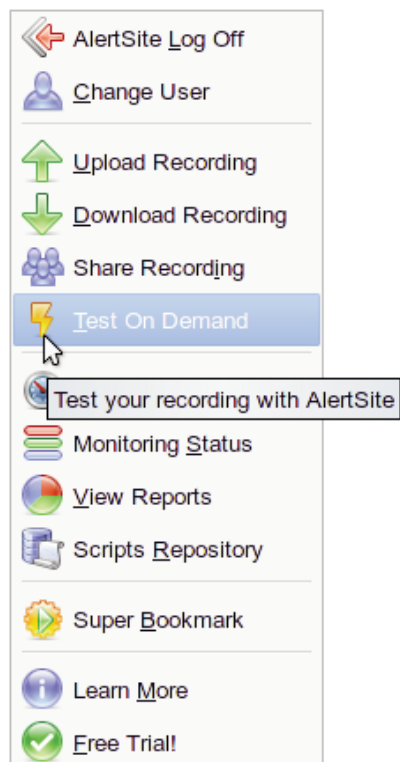
Quick detection and resolution of website issues. By testing every step of your critical web interactions as often as every minute from multiple geographic locations, you gain visibility into the user experience for key applications. With performance alerts and automated screen captures on page errors, quickly identify problems before your customers do.

Easy to create scripts. Scripts are automatically created as you click through the site. With its intelligent algorithms and Replay Advisor, hand coding and maintenance become a thing of the past. Script property editing is easy, intuitive and flexible.

ContentViews

ContentViews delivers an enhanced level of visibility into website performance, especially for companies that rely heavily on multiple content providers or sources. ContentViews categorizes data—such as load time and availability—for specific elements of a website. This gives stakeholders across an organization the ability to understand how specific content is performing.

ContentViews separates web content, including editorial segments, photos, videos, contact forms, third-party ads, RSS feeds and more, and then isolates and reports on the performance of each one. By grouping and monitoring specific content separately, ContentViews enables you to pinpoint and track data that directly impacts your business or organization. Quickly find out how ad networks, CDNs, and other third parties are affecting your user's experience.



Test On Demand progression captures slideshow thumbnails.



The DéjàClick toolbar

Test On Demand

Test On Demand provides an instant overview of your web and mobile site performance. Immediately test scripts against any of our worldwide monitoring locations. By using Test On Demand, play back any web or mobile transaction recorded from the desktop and watch it instantly. Gain access to AlertSite performance metrics with each step of the transaction. Receive full detailed performance reports with waterfall charts and component response times, including DNS, time-to-first byte, TCP connect, redirect and full-page content. Test On Demand also delivers a snapshot of every step in your script via DéjàView, our screen capture slide show.

Mobile Monitoring

It is critical that your mobile site performs as well as your company website. The AlertSite Mobile Monitoring Solution tests user experience and compatibility of your mobile sites. Emulate mobile devices and record transactions as if you were a mobile user. With a selection of the most popular mobile devices, including the iPhone, iPad, BlackBerry, Android and more, ensure your mobile site is performing properly. AlertSite Monitoring switches automatically to the mobile version of the website, resizes the viewing window to simulate the selected mobile device and displays a sidebar with device details. Upload your script and monitor over actual mobile carrier networks for the most realistic customer experience. Every DéjàClick feature is available for mobile monitoring.

ScriptShare

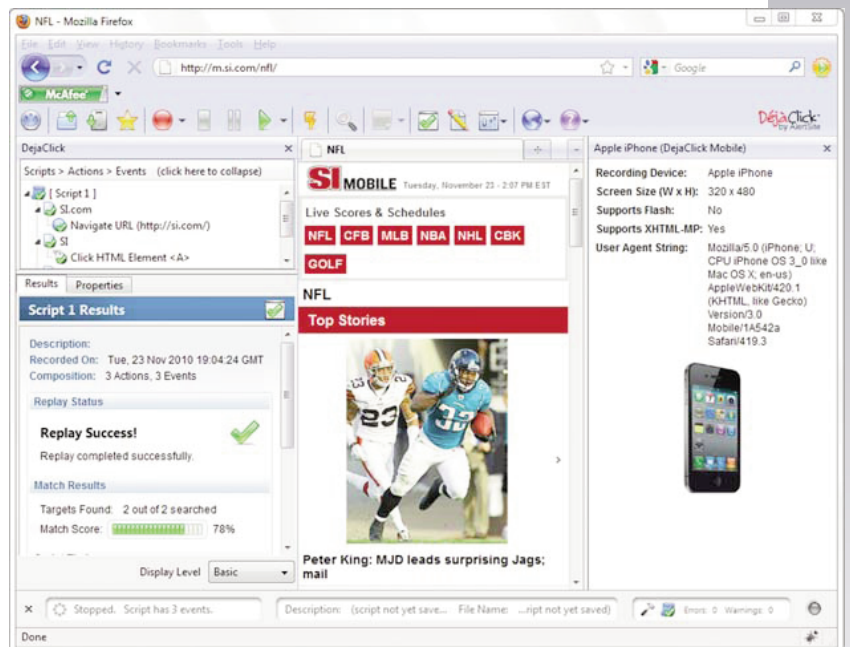
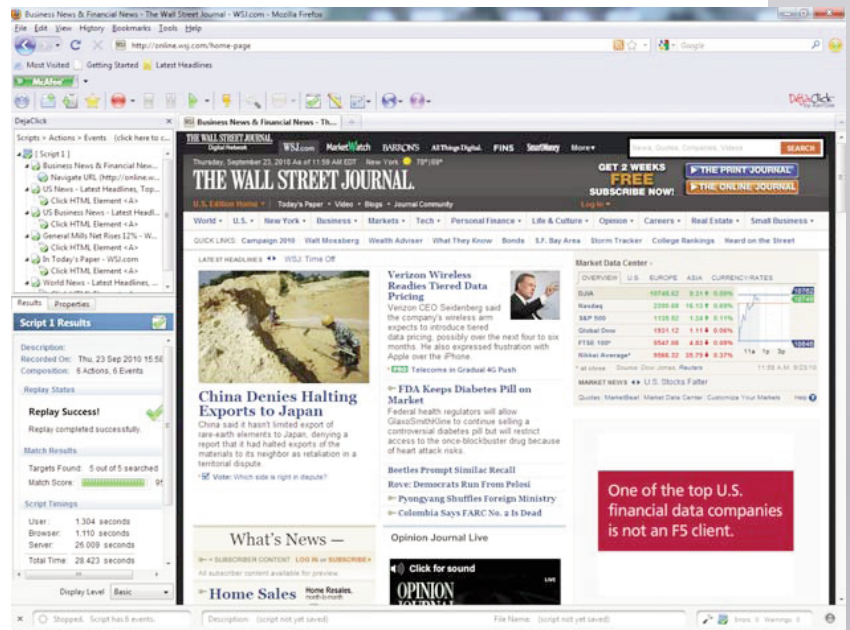
ScriptShare permits you to securely share and collaborate on your scripts. Through an e-mailed link, your exact experience can be viewed by others—including all interaction with web applications, form fills and menu choices.

DéjàCapture

DéjàCapture provides a complete screen snapshot and page sources of your website when an error or alert occurs, allowing you to drill down and identify root causes.

DéjàNotes

DéjàNotes allows you to overlay markup messages that appear on screen when scripts are replayed. DéjàNotes may contain short comments, reminders, detailed instructions, hyperlinks and videos. You determine whether a script playback pauses, stops or continues when notes appear.



Examples of replays showing screen renderings of popular web and mobile sites

AlertSite Web and Mobile Transaction Monitoring

24/7 global monitoring

AlertSite maintains global monitoring stations on six continents. Our network monitors the availability and performance of your web and mobile sites; web-based applications; and transactions. We expand worldwide coverage by continually adding network monitoring locations. To view the network, go to www.AlertSite.com.

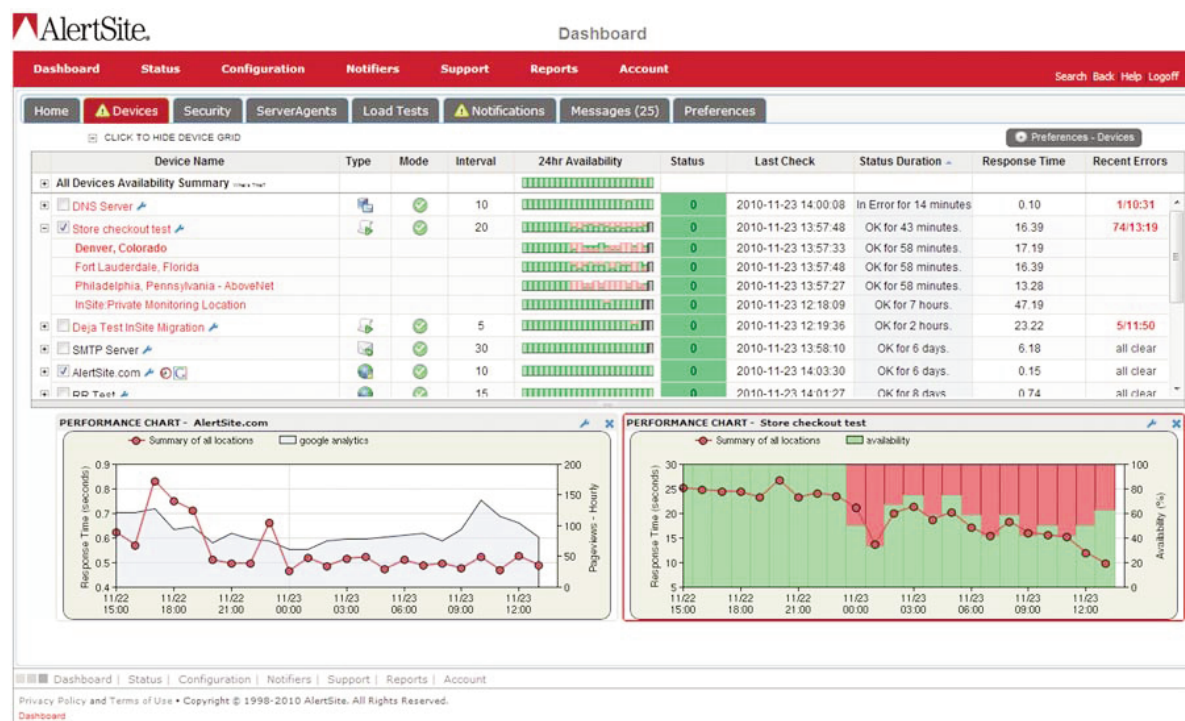
Leader in web performance management

SmartBear Software builds tools for over 100,000 software professionals to create, test, and monitor some of the best software applications and websites anywhere – on the desktop, mobile and in the cloud. AlertSite Monitoring is the only web performance solution that measures a user's end-to-end website

and mobile experience inside the browser—enabling companies and organizations to speed up and optimize web and mobile solutions. Over 2,300 small to enterprise-level companies rely on AlertSite's comprehensive suite of services to increase website and mobile ROI. AlertSite is known for longstanding customer loyalty, because of our focus on delivering results and providing unparalleled customer service.

Talk with proven performance advisors

AlertSite performance advisors provide the industry's most responsive customer service, ensuring your systems and infrastructure is operating optimally. Our highly trained technical experts are always available live from 8 a.m. to 8 p.m. Eastern, Mon-Fri.



The AlertSite Dashboard is your starting point for all AlertSite reports and diagnostics. You always have an up-to-the minute view of your site performance.

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