

## Triometric Newsletter -- Issue Two, June 2008

### A bridge not too far -- and don't just take our word for it

In the same way that sales and marketing people don't always see eye to eye, IT guys can feel like a very different breed to business staff. Left to their own devices, they can end up on opposite sides of a chasm. However, bridging this gap and enabling both groups to work effectively together is usually very powerful for the organisation.

We were delighted, therefore, to have found ourselves in a real user monitoring (RUM) report by leading industry analyst Forrester focusing precisely on this point. For some time now we've been keen to shout about the benefits of web monitoring spanning IT and business. This report, as well as highlighting Triometric as a company bridging this gap, reviews the latest trends in real user monitoring.

In March 2008, we launched two new services for customers with our partner, AMOSCA: Application Upgrade Review and Performance Health Check. Any company planning to implement or upgrade Hyperion's System 9 business intelligence platform or other enterprise application will benefit from the collaboration. Details of these services are contained in this newsletter.

And finally, we are very happy to announce a contract with Bisnode Informatics AG. Bisnode is Europe's leading publisher of digital business information, with services in credit, market and product information. The feature below demonstrates again how Triometric bridges the gap between IT and business.

If you have any feedback about our services or would like to find out more information about Triometric, please do contact me.

Matthew Goulden  
Director  
Triometric

### Bridging the IT and Business Gap

Our view of real user monitoring is that it spans both IT and business because it provides pertinent information to both groups of stakeholders.

We were therefore delighted to see this aspect of monitoring explored in a recent report by leading independent industry analyst firm Forrester Research: *End User Experience Monitoring Software Market Update, Q1 2008* (February 2008).

In it, analyst Jean-Pierre Garbani assessed Triometric's strengths in this market. If you have access to Forrester information, full details of the article can be viewed at:

[www.forrester.com/Research/Document/Excerpt/0,7211,45122,00.html](http://www.forrester.com/Research/Document/Excerpt/0,7211,45122,00.html)

### Product & Service News

In April, we launched the Application Upgrade Review service which allows customers to plan and evaluate Web application upgrades with Triometric Enterprise Analyzer.

Enterprise Analyzer monitors real users round the clock and reports on a wide range of performance, availability and usage metrics. Application Upgrade Review provides the benefits of Enterprise Analyzer in combination with Triometric expertise in a short to medium term package used to plan and

evaluate Web application upgrades.

Application Upgrade Review guarantees the validity of stress testing by profiling actual traffic and user behaviour on the current system. Using this profile, traffic is accurately simulated on the new application, verifying the benefit of the upgrade in advance and ensuring the infrastructure is sized appropriately.

Typically an Application Upgrade Review engagement includes data capture and profiling of current system usage, definition of stress testing scripts and stress testing of the new system, and comparison to the existing system.

You can also measure real users on the new production system and compare the measurements with previous results to quantify upgrade benefit.

Our aim with the Review is to provide clients with easy access to Enterprise Analyzer's detailed data along with specialist consulting. As well as providing you with accurate measurement of performance and usage, we can offer informed advice on upgrades and investment strategy. As part of the service, Triometric installs and maintains Enterprise Analyzer so a very limited burden is placed on the customer's IT resources.

The Performance Health Check is a shorter term engagement, looking at a specific requirement such as benchmarking the user base response times or looking at application anomalies.

## **Customer focus: Bisnode Group**

### **Bisnode Group furthers investment in Triometric Analyzer for real user monitoring**

We are delighted to announce that Bisnode, Europe's leading publisher of digital business information, will be deploying the Triometric Analyzer solution to guarantee optimum web service levels to clients.

Bisnode -- [www.bisnode.com](http://www.bisnode.com) -- is a leading online provider of services in credit, market and product information, and enables clients to facilitate day-to-day business decisions. Bisnode Informatics Sweden is the group company responsible for managing client service levels for any Bisnode Informatics Sweden customers and is the latest Triometric Analyzer installation. Bisnode Group company ICC, which operates similar services in the UK, has been using Triometric Analyzer for real user monitoring for several months.

Financial information is a competitive industry, particularly in the world of credit and risk reporting. To stay ahead of their competitors, companies like Bisnode must ensure their information is pin-point accurate and delivery is immediate. Any glitches in service can mean losing a major customer.

Bisnode's clients depend on the delivery of Bisnode's high value services. To ensure that service level agreements with clients are being met, Bisnode requires a solution that monitors real user information down to the millisecond.

Any potential issues likely to affect service delivery are notified by Web Analyzer before they result in actual loss of service. Web Analyzer will be incorporated into Bisnode's ARGOS Operational Systems Support platform as the next part of the project, enabling customers to view their performance statistics through a live ARGOS portal.

Tomas Zarnóczy, Bisnode Informatic Sweden's Managing Director, said: " Web Analyzer will play a vital role in ensuring we give our clients the best possible business information service and also a necessary tool to ensure SLA based on our different customer needs."