

WATCHMOUSE

RELIABLE MONITORING MADE BY EXPERTS



...it pays to check...

Verified site uptime with 24/7 monitoring

And who is taking care of *your* site uptime?

'WatchMouse provides independent reports on how the performance of our website is perceived by our customers. This helps in discussions with our hosting provider to continuously improve service levels and reduce maintenance windows'
(Jan Kroon, DMO)



Your uptime: 99%

'The door of a shop should never be jammed, websites and the functionality on those sites should simply be accessible and available'
(Eveline Aendekerk, LB Icon)

Every minute of downtime, planned or unplanned, can mean thousands of Euros lost, annoyed customers and a negative impact on your reputation. If you have a business critical website, you need 24/7 monitoring.

Downtime brings your business to a halt. Online shopping carts are abandoned and new customers are turned away. Your personnel is working with out-of-date information or not working at all. Customers are emailing the company with orders or complaints, but their mail is returned to sender. They will draw their conclusions and move on to your competitor. Or they will start overloading your helpdesk with requests for information or an explanation.

Your uptime	→	Your downtime (per year)
95%	→	438 hours <i>(almost 3 weeks!)</i>
99%	→	87 hours, 36 minutes <i>(almost 4 days!)</i>
99.9%	→	8 hours, 45 minutes
99.99%	→	53 minutes

Downtime costs European businesses € 5 billion a year

According to a report by Cumulus Research Partners website downtime, caused by problems such as network failures, costs European businesses more than € 5 billion a year. A report from Creative Networks, another research company, estimates that unplanned downtime costs an average company employing 3,000 staff over € 132,000 a year. This concerns not only time and resources, but also the missed opportunities. Increasing uptime by just 0.12 percent could therefore save nearly € 82,000 annually.

Peace of mind with WatchMouse

WatchMouse monitors your websites, servers and applications, notifies key personnel when problems occur, and analyzes downtime issues in order to get the servers up and running as soon as possible. Well before your customers start calling your helpdesk!

WatchMouse advantages:

- **Accurate:** every error found is checked by at least two of our ten monitoring stations worldwide.
- **Reliable:** highly redundant networks for both monitoring and alerting (text messaging).
- **Expertise:** WatchMouse is a highly focussed, monitoring-only company.
- **Outsourced:** a web-based service, with no software to install or worry about.

Sign up for a free 30 day trial at www.watchmouse.com/trial

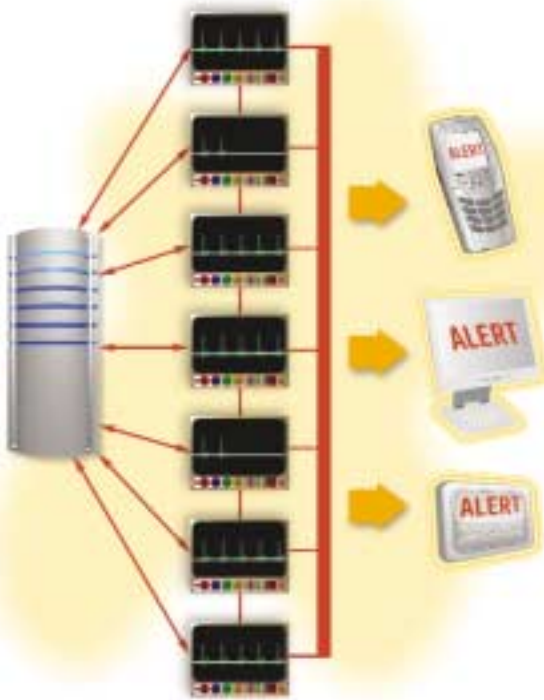
World-wide checkpoints

Using the world-wide WatchMouse network, your sites are checked from various locations (Florida, Texas, London, Amsterdam, Singapore, Hong Kong, Rio de Janeiro, Germany, France and Australia). Checkpoints perform the monitoring sequence of your choice at predefined intervals. When a problem is detected, another checkpoint will be asked for a second opinion. If both agree that an error occurred, the event is logged and alerts are sent instantly to you, customized according to your needs (via SMS/texting, email, pagers, or IM).



We guarantee our customers 100% uptime. To fulfill this guarantee, we use several monitoring systems.

Based on experience we can say: WatchMouse is absolutely reliable!
(Gerwin Scheeve, Lost Boys)



Your server	The WatchMouse Network	Alerting: sms, email and pager
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Performance check service level

The reports and graphs produced by WatchMouse will help you to verify your Service Level Agreements (SLAs). Your internet provider or datacenter may guarantee a 100 percent uptime but unless you use the right tools you will never know this for sure. Keep in touch with your site's performance and have it checked for availability and other problems up to 9,000 times per server per month.



View the performance of your server in different types of graphs.



Setting up your monitoring configuration is flexible and easy.

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'When I receive an SMS alert while I am with a customer, my company is immediately perceived as being more reliable.'
(Dave Krapels, Nexwork BV)



Packages

WatchMouse offers a variety of packages. Each of these packages can be tailored to your specific needs and can be extended at any time.

	Silver	Gold	Platinum	Corporate
Rules in package	3	5	8	30
Interval (minutes)	20	10	5	5
Check points world-wide	10	10	10	10
Checks per month	6,570	21,900	70,080	262,800
→ http	✓	✓	✓	✓
→ ping	✓	✓	✓	✓
→ pop3	✓	✓	✓	✓
→ smtp	✓	✓	✓	✓
→ ftp	✓	✓	✓	✓
→ https		✓	✓	✓
→ match		✓	✓	✓
→ connect		✓	✓	✓
→ plugin			✓	✓
→ imap			✓	✓
→ telnet			✓	✓
→ dns			✓	✓
Tailored scripts			✓	✓
Alert addresses	2	3	4	10
→ Email	✓	✓	✓	✓
→ SMS	✓	✓	✓	✓
→ IM	✓	✓	✓	✓
SMS messages per month	20	35	60	300
Alert escalation	✓	✓	✓	✓
Saved log files (days)	60	90	90	120
Third party access to reports	✓	✓	✓	✓
Possible to specify time-out	✓	✓	✓	✓
Reports by email	✓	✓	✓	✓
WAP application	✓	✓	✓	✓
Multilingual site	✓	✓	✓	✓
Online helpdesk	✓	✓	✓	✓
Telephone helpdesk			✓	✓

About WatchMouse

WatchMouse was founded in 2001 and has thousands of customers all over the world. Hosting companies, Internet Service Providers, public services and private offices have taken action through their (sales) directors, network specialists or webmasters and have subscribed to one of the WatchMouse packages.

References

Tiscali UK, LB Icon, Lostboys, Nexwork, ING bank, Onestat, Orange, Postbank, Q-go, Siemens, HunterDouglas, Scania, Roche, Hamburg-Messe, Adecco, etc.

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