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AlertFox EUM Features

Subscription Features

- SaaS model
- Flexible plans

Monitoring Features

- Synthetic End User Monitoring
- Multi-step transaction performance monitoring
- True Browser Monitoring across popular Internet browsers
- Verify web content and support for media apps (including Flash, Silverlight, AJAX, and video)
- Flexible testing intervals
- Choice of cloud-based and custom monitoring locations
- On-demand testing
- Unified inside and outside the firewall monitoring

Reporting

- Unified web-based reporting and dashboards
- Interactive charts and graphs
- Performance trending of response time
- Custom step-by-step reporting
- Automatic capture of screen shots of errors or failures
- Waterfall reports for all objects including component level details
- Performance threshold setting
- Real-time error reports along with daily, weekly and monthly status reports

Notifications

- Alerts available on errors, thresholds and recovery
- Unlimited contacts for notification
- Real-time error alerting
- E-mail & SMS based notification

AlertFox End User Monitor (EUM)

Web Application Performance Monitoring

AlertFox End-User Monitor (EUM) tracks website availability and performance enabling organizations to synthetically monitor multi-step Web transactions from an end-user perspective. AlertFox's unique monitoring capability tests ALL of your business-critical and customer-facing Web applications from inside or outside your firewall. Proactive web performance monitoring is the best way to ensure top notch performance and security of your Web applications and websites.

Your Organization Depends on Well Performing Web Applications

Web applications are pervasive throughout your organization. For example, your website may be the face of your business – primary studies show that poorly performing websites lead to lost revenue and can negatively affect your brand image. Most business applications today are web-based too. Under-performing business applications directly lower productivity and employee experience.

With Alertfox's dual monitoring capability, you can test your customer-facing e-commerce websites from the cloud, as well as understand and report on the ongoing performance of your internal Web applications like Sharepoint, CRM systems, and other intranet applications. AlertFox provides the unique ability to see how ALL of your Web applications are performing for your end-users in real time – ensuring employees and customers can log into and access business-critical applications without issues.

Stop the Phone from Ringing with AlertFox EUM

You can use AlertFox to test, monitor and verify ANY combination of internal and external Web transactions and business processes on an on-going basis, including:

- Detect malicious content (malware) on your site via “real web browser” monitoring
- Identify common problems such as slow Web response times, failed transactions, bugs in AJAX, Flash or Silverlight front-end applets.
- Detect different user experiences and time discrepancies by monitoring your applications from different locations and browsers.
- Discover performance problems of internal and external Web applications in real time.
- Quickly zero-in on the root cause of a “slow application” to the most granular level.
- Catch and fix visual glitches including problems with missing images, incorrect images, and layout errors.
- Be informed in real-time when problems arise, and take proactive resolution steps before users call you.

Improve Application Delivery

AlertFox enables you to monitor internal and external Web application latency and downtime and improve the timely delivery of all appropriate images and Web 2.0 Rich Internet Applications (RIA), such as Flash-related media. With AlertFox, it's easy to:

- Identify and eliminate poor application performance
- Increase efficiency across IT, internal business users, partners and more
- Ensure desired quality end-user experience
- Track historical application performance
- Protect your brand and employee productivity



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Browser Support

AlertFox EUM supports the most popular commercial browsers: Internet Explorer and Firefox.

See What People Are Saying:

“I’m happy to say that the AlertFox monitoring system has helped us realize bugs/problems with our site much more efficiently. Happy with the service.”

– **Airine of BestBuy Eyeglasses**

“Powerful real-time monitoring of transactions... extremely moderately priced.”

– **Review by Robin Wauters of TechCrunch**

“Why settle for monitoring the basics like DNS resolution & server uptime when you can monitor your customers’ actual transaction path, in a real web browser? AlertFox is more than performance monitoring - it is Customer Experience monitoring.”

– **Christian Robinson Director of Tiffany Rose Ltd.**

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Proactively Monitor Response Time of Complex Web Transactions

AlertFox gives you the confidence that your internal and external Web applications are performing optimally. Using the complimentary iMacros Software (a true browser-based recorder with IE, Firefox, or Chrome browsers), you can easily capture all the steps involved in a web transaction to run your recorded transactions.

Further, you can choose any AlertFox global location or download and install the powerful EUM Poller application to run tests from anywhere on your network. In either case, you can periodically exercise and monitor your business-critical transactions as frequently as you need through true browser replays. You can also configure which team member(s) will receive email or SMS notifications about potential performance issues.

AlertFox shows you exactly what your end-user’s see from real Internet browser instances. With integrated inside and outside the firewall monitoring, a monthly subscription-based service, and no long-term financial commitment, AlertFox is the most affordable end-user monitoring solution available today.

Get the Data You Need to Succeed

AlertFox’s comprehensive reporting gives insight on how your internal and external Web applications and transactions are performing. See the proof with the ability to:

- Interactively zoom in and out or pan left and right to identify errors or trends via performance graphs
- Drill into errors by getting screenshots, complete object waterfall graphs, interactive reporting, and individual step timings for each instance the transactions ran and failed
- Get real-time notifications when your transactions failed or reached set thresholds

System Requirements

Internet access to your AlertFox account in the Cloud, and:

OS:

- Windows 7
- Windows 2008R2

System:

Dedicated virtual machine (VMware or Virtual Box)

Browsers:

- IE 9
- Firefox
- Chrome

For more information on the AlertFox EUM product family, please visit:
www.whatsupgold.com/web-monitoring/index.aspx

