



WatchMouse for leading-edge website and application performance monitoring

- ✓ Over 50 website monitoring stations worldwide in 36 countries
- ✓ No software, up and running in 5 minutes
- ✓ Real Browser Monitoring
- ✓ Functional tests (website monitoring scripts)
- ✓ 16 protocols: HTTP(S), DNS, FTP, ...
- ✓ API and web services (cloud) monitoring
- ✓ Maintenance slots support
- ✓ Alert escalation
- ✓ Fully featured reporting tools
- ✓ SLA compliance reports
- ✓ Root cause analysis
- ✓ Fully featured website monitoring API for seamless integration
- ✓ 8 SMS gateways with 5 providers

Public Status (Health) Pages

- Transparent communication to your audience
- Updated live with the latest monitoring results
- Interactive charts
- Insert status updates in the PSP via the portal
- Import status updates automatically from RSS feeds
- Hosted in the Amazon Cloud (EC2, S3) for scalability and availability
- Includes availability and performance charts per subsystem
- Automatic (outgoing) RSS feed
- History of 7 days
- Configurable under your own domain (CNAME), e.g. status.yourdomain.com
- Available when the monitored site is not
- Custom design using CSS / HTML templates

Alerting triggers

- All triggers are fully configurable in console
- Absence of content in page or file
- Presence of content in page or file
- Content matching on strings or regular expressions
- When Service remains down, reminders can be sent at configurable periods
- When Service is up again notification can be sent
- When service remains down for a longer period, an alternative contact can be alerted
- All time-out errors are checked from a second location to prevent false positives

Reporting

- Reporting can be configured in the console
- Statistics/reports per hour, day, week, month and year on availability and response times
- On demand PDF report generation; reports can be created at any time
- PDF reports sent by email on daily, weekly, monthly basis
- Raw data can be downloaded as Excel, CSV, XML
- Charts are available as PNG or interactive Flash objects
- Raw data is available for 30 days
- Root cause analysis details are available 48 hours
- Statistical data is available for at least 1 year

Real Browser Monitoring

- Accurately measure the performance of real browser visits
- Pinpoint performance issues using an actual browser
- Waterfall chart of all elements loading
- Snapshots of the page loading
- From over 30 countries worldwide
- JavaScript error detection (Chrome)
- Browser profiles supported: Chrome 8, Internet Explorer 6,7,8, Safari 4, Firefox 3.6
- Custom user agent identification
- Content check: string or regular expression
- IPv6 support
- Selenium scripting (coming soon)

User management

- User Management can be configured in the console
- Extra users can be added which each have access to parts of the monitoring data
- Financial contact for invoices and payment emails
- Unlimited view accounts for sharing selected reports
- Multiple account for master access

Notifications

- Configurable alert text, per channel type, per channel, and per channel group
- General alert settings can be configured in the console
- Alert windows can be set for all channels
- Alert windows can be set per monitor
- During Incidents alerts can be switched off manually
- Support for alerts via email, text/SMS, phone, XMPP/Jabber, pager, RSS Feed, SNMP trap
- Alerts can be forwarded to a web service (API)
- Work schedule can be defined per contact
- Contacts can be grouped
- Escalations can be defined in contact groups
- Delivery of alerts is logged (where available)

Functional tests (scripting)

- Multi-step functional and performance testing
- Support for JMeter and Badboy file formats
- Conversion script from LoadRunner available
- Recording in Badboy or jMeter
- Up to 40 script steps
- Up to 2 MB transfer per functional test
- Scripts can be uploaded via Badboy or directly in the console
- Script frequency 5-60 minutes

Protocols

- Web protocols: HTTP(S), including redirects, compression, user agents, etc.
- File transfer protocols: FTP(S), SFTP, TFTP, SCP
- Name service protocols: DNS, Domain
- Directory service protocols: LDAP(S)
- Email protocols: POP3, IMAP, SMTP
- Network level checks: ping, TCP connect
- Other protocols: SIP, XMPP
- User name/password authentication on all (applicable) protocols
- NTLM and form based authentication support
- Redirect support
- Customer HTTP headers injection and matching
- Content check: string or regular expression
- POST and GET parameters
- Client certificates authentication
- Email full circle checks
- IPv6 support
- SSL certificate expiration checks

Monitoring console

- Monitor frequency adaptable to every 1-60 minutes
- Custom monitoring locations and countries
- Schedule recurring and one-time maintenance slots in advance
- Time-out and performance thresholds can be defined
- Define redirection limit, HTTP compression, user-agent, etc.
- Organise monitors using folders and tags



Performance dashboard

- Dashboard is configurable in the console
- Extensive selection of performance and uptime charts
- The aggregated results of the (test) scripts are shown on the top level dashboard
- The dashboard contains real time information with a view per day and hour, and drill down capability
- Show colors on the dashboard which are defined by configurable SLA input: (e.g. 100-99% = green, 98-99% = yellow, under 98% = red)
- The dashboard shows the availability figure of the day for each of the monitors

Security

- Access to the portal is protected by username and password
- Access to the API is protected by username and password or token
- SSL security is available for portal and API access

Root Cause Analysis

- The tool gives detailed insight in problems and incidents
- During an incident the tool shows the steps of the scripts that were (not) completed
- A screenshot is made after a monitor is triggered
- Traceroute of one or more stations after a monitor is triggered
- Raw HTML is available when an error occurs
- A DNS analysis is made after a monitor is triggered
- A domain analysis is made after a monitor is triggered

Administrative

- Payment by wire transfer
- Payment by major credit cards
- Payment by purchase order

Periodic Vulnerability Scanning

- Performs over 41000 checks for known vulnerabilities and security exposures
- View detailed scan results: with each report including a list of all events found and pointers on how to fix found vulnerabilities
- Using a database which is updated daily by multiple accredited organizations including CVE and Bugtraq
- Real-time email, text and pager alerts following the detection of severe vulnerabilities
- Easy to use portal to view scan results, adjust scans, set alerts, and view detail reports
- Scheduling scans during low traffic or maintenance hours
- Collated results remove any duplicate findings in repeated scans

Online tools

- Website check from 10 locations worldwide
- Ping from over 50 locations worldwide
- Online Traceroute
- DNS analysis and performance check from 3 locations

Plans & pricing

WatchMouse offers a range of product services and features depending on the size of your company.

http://www.watchmouse.com/plans_price.php

Additional information

Sign up for a free 30-day trial <http://www.watchmouse.com/trial>

For further information regarding WatchMouse Website Performance Monitoring, or to discuss a customized solution contact sales@watchmouse.com, or call: 415 373 5263 (US) or +31 30 2522400. To find out more about the WatchMouse Products visit

www.watchmouse.com

About WatchMouse

Since 2002, WatchMouse has been providing Website Performance Monitoring to some of the world's largest companies. WatchMouse continuously invests to supply you with:

The best infrastructure

WatchMouse has a reliable, fully redundant, globally distributed network over 50 monitoring stations.

Industry experts

While you get on with running your core business, WatchMouse experts providing accurate, independent & reliable information at a competitive price.

An Industry leading, web-based, Customer Console

Providing self service and immediate results for many of the WatchMouse products. The WatchMouse Customer Console is user-friendly & provides your business complete control of the products.