



Synthetic Transaction Monitoring

TELEHOUSE understands the importance of website performance management. With the TELEHOUSE Synthetic Transaction Monitoring Service you can effectively monitor your customers' experience and measure the efficiency of your website. This is achieved by applying synthetic, nonintrusive transactions on your website and measuring the end-to-end response times. If any failure is found in completing a successful transaction, an alert will be generated. All alerts are received at TELEHOUSE's Support Centers and are displayed in the customer portal. A TELEHOUSE analyst will contact you whenever an alert occurs.

Features

- 24x7 Real-time monitoring
- Notification within 15 minutes of an alert
- Alert/ticket details displayed in the customer portal
- Performance reporting in the customer portal
- Supported technologies include: CGI pages, cookies, frames, servlets and Java Server Pages

What is a Transaction?

A transaction is defined as a business process that involves a progression of steps through a website. Examples of transactions include requesting a stock quote, ordering a book or searching for a product. Synthetic Transaction Monitoring emulates these important business processes to gauge your application's performance against a baseline. The service measures not only the time it takes for each transaction but also validates that the content is correct.

Service Description

Synthetic Transaction Monitoring begins by performing 'HTTP(S) get' commands against specific web pages, whether public or not. Specified activities are then performed on the page, emulating user behavior, such as logging in, purchasing or searching. The service includes configuring the transaction (recording the progression of steps), 24x7 monitoring, alert notification, plus ticket and performance reporting in the customer portal.

Synthetic Transaction Monitoring relies on content being present in the rendered page within a fixed period of time (usually ten seconds or less). A sampling interval can be set to minimize the number of false positives due to network latency and Internet response errors. For example, if the URL is unavailable for two consecutive samplings (taken at five minute intervals), then the agent will initiate an alert. TELEHOUSE will track performance statistics on a historical basis and display charts on response times in the customer portal.

- Synthetic Transaction Monitoring lets you know immediately when your site is slow or inoperable.
- Customers are notified 24x7 whenever a transaction fails or exceeds the response time limit. Customers will be contacted via pager or phone as specified through the customer's notification plan.
- An email notification of alerts can also be provided.

Customer Responsibility

The customer is responsible for providing timely notification to the TELEHOUSE Support Center whenever changes occur in their URL(s) or to web pages that will affect the recorded transaction. An additional service charge will apply if the transaction's steps need to be re-recorded.

Private IP Addresses

To monitor internal URLs or URLs on a specific server that is not generally accessible via the public internet, the customer must utilize VPN connectivity.

Technical Specification for SNMP Monitoring

For a comprehensive service, TELEHOUSE recommends adding operating system, application, and database monitoring / management for all environment components. Please refer to the appropriate technical specifications for the additional components in your environment.

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