



datametrie global experience

Measure the quality of experience
for all users of your digital applications

Datametrie Global Experience

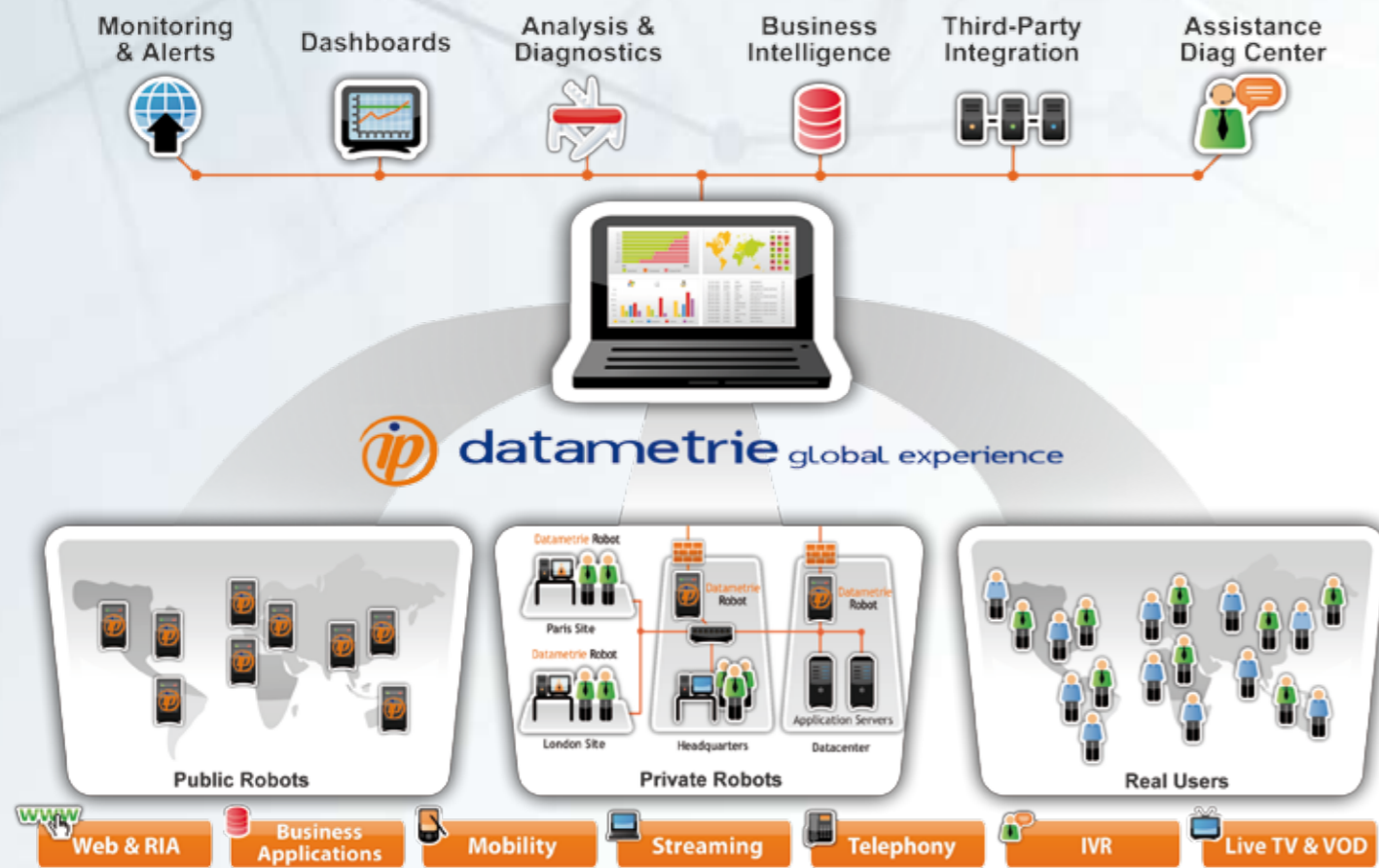
Exhaustive monitoring of the user's experience in SaaS mode

Datametrie Global Experience is a system that provides all-inclusive measurement of quality as perceived by users, whether they are web surfing on a personal computer, users of mobile applications on smartphones or tablets, subscribers making a phone call or watching television, or employees connecting to an intranet or business application.

Datametrie Global Experience combines active monitoring and real user monitoring:

- **Datametrie robots proactively navigate critical user paths within applications** from a fixed or mobile device, through an external access like an operator backbone or via an internal access. They alert you to unavailability or deterioration of the performance of access to your services.
- **Real user measurement analyzes and monitors changes in performance as they are actually experienced by each user connecting to an application** from his or her own device and access (fixed-line or mobile last mile, intranet network, VPN, etc.). This helps you ensure that each usage context (browser, device, location, user profile, etc.) allows your audience to use your applications under optimal conditions.

Datametrie Global Experience is software as a service (SaaS) that supplies you with simple, instant access to measurement of quality of experience (QoE), both simulated and real, through an online extranet that details all the measurements and provides alerting and standard or customizable reports (Business Intelligence).



ACTIVE MONITORING

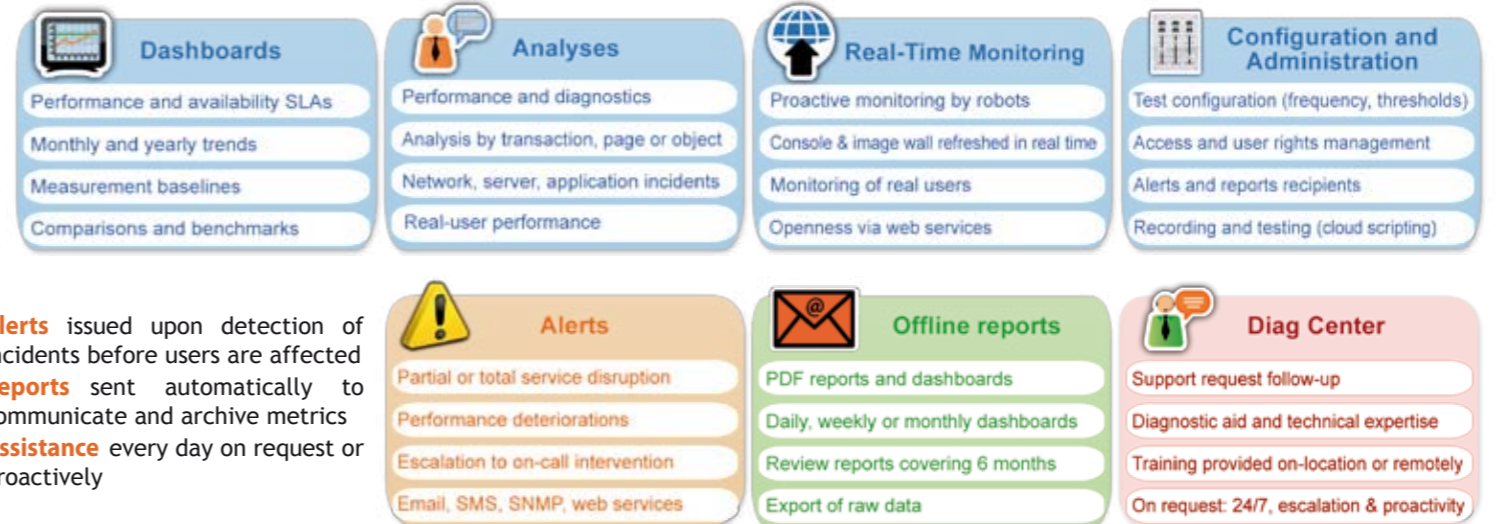
- **Worldwide network of shared robots deployed on the networks of the main international operators** to provide an external view of your applications from some hundred points of presence.
- **Dedicated robots deployed within your company** to provide an internal view of your applications from an intranet access.
- **Dedicated robots deployed on request on a public network** to provide high measurement capacity or test a specific environment.

REAL USER MONITORING

- **All real users** (public, employees, customers)
- **Every internet usage:** public sites, intranet, extranet, cloud applications, mobile and streaming
- **Every device:** PC, laptop, smartphone, tablet, connected TV, multimedia player, etc.
- **Every location:** complete last-mile coverage by city, country, region, ISP and access speed.
- **Every browser:** instant validation of an application on all versions of every market-standard browser.

- 4 standard services included from the very first measurements

Extranet to monitor, analyze and configure the results measured by active robots and real users



Alerts issued upon detection of incidents before users are affected
Reports sent automatically to communicate and archive metrics
Assistance every day on request or proactively

Benefits

- SaaS offer managed by ip-label with everyday assistance
- Service Level Agreements (SLAs) monitored by a trusted third party
- Performance experienced on every device (PC, mobile, tablet)
- Active and real-user measurements combined in a single dashboard
- Reports aligned with technical or business vision
- Advanced diagnostics and indicators (measurements by object, HTTP traces, screenshots or video, audio file, etc.)
- Benchmarking of competitors
- Instant validation of every version of every market-standard browser
- Worldwide coverage with diverse ISPs for active measurements
- Last-mile measurements including fixed-line and mobile accesses
- Flexible subscription packages in line with your needs

Diagnostics

Fast access to measurements and diagnostics to pinpoint the origin of unavailability and performance problems, whether their cause lies in:

- the host or cloud provider
- the ISP or an internet routing problem
- an overload of the internal network
- an outside provider (tracking, ads, CDN, etc.)
- an incompatible a browser or device
- an object or step of the application

Made-to-measure reports (Real User BI)

For exhaustive, detailed monitoring of all real users, access to Real User Business Intelligence allows you to compare and analyse 100% of your visitors. You can create custom dashboards and alerts online, and subscribe to them.

Integration with your own tools

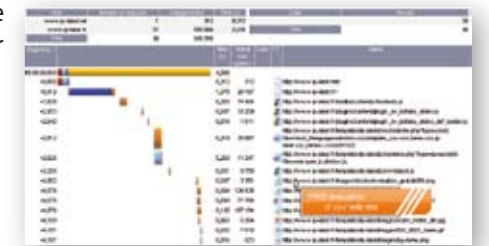
You can integrate performance or availability indicators into your own decision analysis or monitoring tools, by retrieving raw data online, via e-mail, or in a web service (SOAP) interface.

Complementarity with ip-label products

Newtest: license-mode active monitoring solution that can be installed and operated entirely within the corporate network

Executive Report: decision-aide reporting tool that aligns technical performance with business indicators

Datalimit: turnkey load-testing service to assess the size of the audience an application is able to handle



Real-User Performance



Applications monitored with Datametrie Global Experience

Monitors can test and measure all types of digital application based on:

- the selected frequency and geographical scope for robot measurements
- the number of views for real user measurements



➔ Web

Single

Loading of the body of a web page

Total

Full loading of a web page with all of its objects in a standard browser, including measurement of your real users



Web Application Scenario

User transactions on a website, including typical user interactions (click a link, fill in a form, controls)

RIA Scenario (Rich Internet Application)

User transactions on a web site containing rich and dynamic components (Flash, Silverlight, Ajax, etc.) or executing a complex transaction (conditional paths, controls, content retrieval, etc.)

Real-User Web

Performance measurement for real users of web applications (internet, extranet, intranet) on any device, any browser and at any location

Web Services

One or more consecutive SOAP request(s) to web services

➔ Data

Business Applications

User transactions on a thick client application running in a Windows session (e-mail system, Citrix, etc.)



E-mail

Sending of an e-mail from an SMTP server, reading of an e-mail on a POP/IMAP server, or e-mail end-to-end delivery

Network

Transmission of ICMP packets (ping)

FTP

Downloading and transfer of files between a client and a server

➔ Mobile

Mobile Applications

Navigation of mobile applications from a real iPhone, iPad or Android device



Real-User Mobile

Performance measurement for real users of mobile web sites or mobile applications

➔ Video

Streaming

Playing of streaming content distributed over the internet (live TV, VOD, events, etc.)



TV

Playing of video content for a channel package distributed via a TV decoder

VOD

Video access, navigation and playing on a VOD portal accessible via a decoder or compatible terminal

Real-User Video

Performance measurement for real users playing videos accessible from a web portal (streaming technology)

➔ Voice

Voice

Generation of telephone calls and measurement of speech quality in multiple environments (PSTN, ISDN, IP, GSM)



IVR

Testing of interactive voice response (IVR) in a call center environment by generating calls with DTMF signaling and speech recognition

An international presence

Industry / Services

Bank / Finance

E-retail

Public Service

Operators / Media

EDF • Total • Sony • GDF SUEZ • L'Oréal • Lafarge
 HSBC • Barclays • Wellpoint • Allianz • Dexia
 PriceMinister • Vente Privée • Mappy • La Redoute
 La Poste • European Parliament • City of Lausanne
 Vodafone • Colt • KPN • Canal+ • Swisscom