

Ecosystem Management

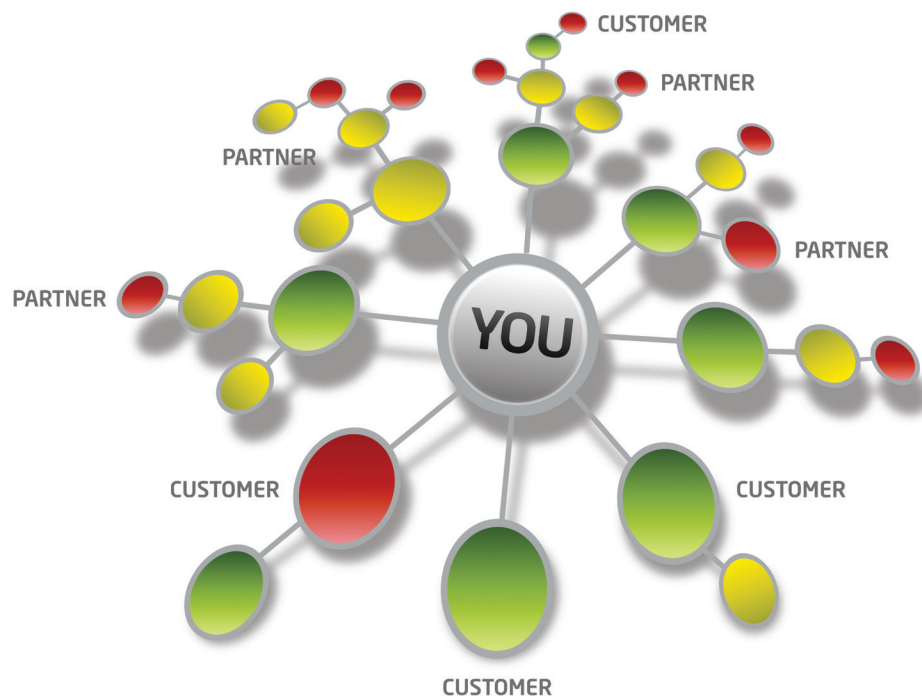
Webmetrics Ecosystem Management

If you collaborate with multiple vendors and partners to provide value to your customers – or if you need to monitor the performance of multiple stakeholders and share that information internally and externally – then the concept of a “Web Ecosystem” is already familiar to you.

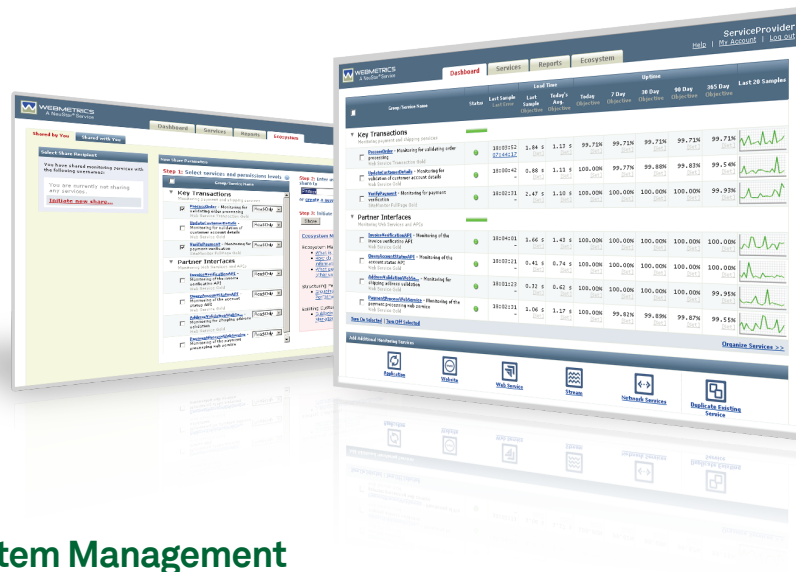
As industries evolve, these ecosystems become increasingly sophisticated, with more participants, more integration, and more potential points of failure. Further, trends such as Service-Oriented Architectures (SOAs), outsourcing, collaborative partnering, Software as a Service (SaaS), and cloud computing make ecosystems heavily dependent on real-time execution and on the integrated and effective deployment of IT infrastructures, many of which are not under your control. When services provided by one partner slow down or become unavailable, this radiates out to each dependent participant. You’re only as reliable as the weakest link in your Web Service chain. So the question becomes: **How can you effectively manage what you don’t control?**

Built atop the powerful Webmetrics Monitoring Platform – a hosted service that provides detailed availability and performance monitoring analysis – Ecosystem Management helps companies manage the complexities that arise as the control of web application performance gradually moves away from an individual company and is entrusted to key business partners and vendors.

Ecosystem Management is an essential building block for the next generation of Internet services.



Ecosystem Management enables your stakeholders to share data and view the “complete performance picture” of all the components in the delivery chain to the end user.



Features of Ecosystem Management

- View the complete performance picture of all the components in your delivery chain to the end user
- Share customized performance data with internal and external stakeholders
- Customize your view of service performance, from your unique vantage point

Benefits of Ecosystem Management

- Offers a “holistic vantage point” from which to oversee an entire service delivery environment – no matter how complex
- Provides transparency and visibility between departments, business partners, and customers
- Enables effective collaboration for SLA management and during performance incidents (providing the knowledge of when problems occur and detailing the potential impact to all parties)
- Shortens time to resolution, creating a better customer experience and/or reduced B2B transaction failures
- Can be particularly useful for service partners – such as Software as a Service (SaaS) providers and participants, ecosystem providers and participants, supply-chain infrastructure providers, online retailers, and content/media delivery houses – that rely on others to deliver services to end customers

Ready to get started? Call now for more information +1 877-524-8299
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