



## WEBMETRICS INTERNAL AGENT

Webmetrics Internal Agent allows you to collect availability and performance information from anywhere in your infrastructure chain. It complements our GlobalWatch suite of external monitoring services perfectly.

Used in tandem, GlobalWatch and Internal Agent deliver a complete internal and external viewpoint of your web application performance and uptime. They provide you with a holistic perspective of both your internal and external performance, allowing you to identify the root causes of problems and to resolve them more quickly.

Internal Agent hosts and executes any Webmetrics performance measurement service to monitor websites, web applications and web services from an intranet, extranet, or VPN—and from any point in your delivery chain. The technology combines the power and simplicity of SaaS (Software as a Service) with reporting and management executed directly from the Webmetrics portal.

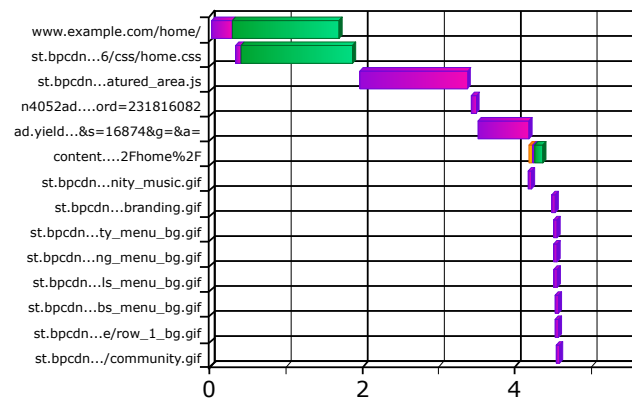
Webmetrics Internal Agent accurately monitors the performance of Rich Internet Applications (RIA) using Internet Explorer<sup>®</sup> 7 for full 'browser fidelity.' This is exactly the same advanced technology that powers our GlobalWatch RIA Monitoring Network – providing you like-for-like performance information at any point in your delivery chain.

## Comprehensive Monitoring

You may not be able to be everywhere at once, but Internal Agent and GlobalWatch can be. Together, they can create powerful and lasting results for your business.

- **Complete visibility into the performance of your infrastructure stack**—both from an external perspective and from any internal point in your infrastructure.
- **Improved diagnostics**—You can identify at a glance the customers that are experiencing problems. Further, you can determine root causes by comparing the most current data from GlobalWatch and Internal Agent.
- **Increased employee productivity**—Your employees can react quickly when internal and/or external mission-critical applications are experiencing slow speeds or downtime.
- **Better partner relations**—Workflows throughout your entire supply chain can be streamlined, and problems can be eliminated.
- **Total convenience and flexibility**—All monitoring of web assets takes place inside your network (or your dedicated partner's or customer's network).

Webmetrics Web Application Monitoring



**Internal Agent** from Webmetrics enables you to monitor all your websites, web applications and web services from behind the firewall—within your network or within your partner's networks.



## Internal Agent at Work

- Can be installed at a location of your choosing—whether inside your own infrastructure or inside your key customers' locations
- Performance results can be stored and correlated with other performance-related data
- Comprehensive, customizable **Performance Reports** are generated by Webmetrics' industry-leading graphing and reporting engine
- Email and/or SMS text **Performance Alerts** can be immediately sent whenever availability or performance violations occur, depending on your customized "trigger thresholds" and alerting call chains

## Security

- Internal Agent adheres to the highest security standards, and communicates only with Webmetrics servers via an SSL-encrypted connection using Webmetrics' proprietary scripting language. It cannot accept any other incoming connections.
- Internal Agent is configured using a simple, downloadable VMware application installed on the hardware of your choice. It does not require the implementation of an installed 'appliance,' and no scripting is required on the customer side.

Delivered as a VMWare image, Internal Agent is lightweight and can be installed on virtually any server that exists in your infrastructure. No vendor-specific hardware, or application that requires detailed certification and approval by your IT team, is required.

Internal Agent is easy to activate and to configure, making it possible to activate Internal Agent at a moment's notice—right down to a per-incident basis—a very useful feature for Customer Support or for high-profile customers or during "go-live" situations.

## Monitoring any Web Application with Ease - via GlobalWatch

GlobalWatch, the world-class technology of the Webmetrics Application Monitoring solution, has been specifically built for the next generation of Rich Internet Applications (RIAs). It's among the most advanced web performance monitoring technology available today. Here's why:

- **Authentic Testing**—Internet Explorer<sup>®</sup> 7 has been implemented at the heart of GlobalWatch's monitoring test engine, enabling the "browser fidelity" of an authentic end-user experience, and facilitates the monitoring of RIAs, SOAs, "mash-ups," AJAX, and Web 2.0 implementations.
- **Accurate Testing**—RIA monitoring scripts are based on the Document Object Module (DOM). As a result, RIA monitoring scripts are the most robust and easy to maintain solution in the industry.
- **Powerful Testing**—The RIA Platform is built atop the powerful, fully-automated Watir (Web Application Testing in Ruby) open source testing language. Development, QA and web operations teams at agile e-businesses use Watir for portable, standards-based test and validation scripting.

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**For further information about GlobalWatch for Internal Agent and other Webmetrics products and services, call 1-877-524-8299 or email [sales@webmetrics.com](mailto:sales@webmetrics.com).**

### About Neustar and Webmetrics

Neustar, Inc. (NYSE: NSR) solves complex communications challenges by providing market-leading and innovative solutions and directory services that enable trusted communications across networks, applications and enterprises around the world. Webmetrics delivers collaborative performance management services for complex web ecosystems, and is a fully-owned service of Neustar. For more information, please visit [www.Neustar.biz](http://www.Neustar.biz) and [www.webmetrics.com](http://www.webmetrics.com).