

Aria Systems' Software as a Service solutions depend on Webmetrics' granular monitoring to improve performance and meet their 99.9% customer guarantee.

Customer Challenge

SaaS companies are faced with the challenge of providing technology solutions that are as reliable as having the software loaded on to a computer in the user's office. That means website and web service reliability are critical. According to Peter Worth, CTO at Aria, "We have very rigorous uptime and availability requirements as part of our 99.9% service level agreement (SLA)."

Prior to implementing the Neustar Webmetrics solution, Aria had a limited monitoring and alerting solution in place. As their business grew, they came to realize that the existing monitoring solution did not provide the information necessary to efficiently and consistently meet their SLA. This was particularly true for their international customers. Mr. Worth explained that "All I was getting before was whether the application was up or down. We needed something more robust than that with a 99.9% uptime guarantee."

Why Aria Systems Chose Webmetrics

Mr. Worth said that "Webmetrics was the only solution we seriously considered. Based on the monthly cost compared to the features, it was clear that it would deliver value." This resulted in a very quick decision to augment their existing monitoring and alerting systems with Webmetrics.

Specific reasons cited why Webmetrics was chosen include:

- Granularity of monitoring for both websites and web services
- Testing and monitoring from over 100 locations around the world
- Web-based interfaces are very intuitive and easy to use
- Reliability and availability of Webmetrics services



"Webmetrics has given us more credibility with customers."

<p>About Aria Systems</p> <p>Aria Systems provides Software as a Service (SaaS) solutions for billing and subscription management. As a SaaS provider, Aria Systems can provide enterprise-class solutions to all customers, regardless of size, because there is no large, upfront capital investment in technology.</p>
<p>Founded in 2002</p>
<p>Approximately 100 customers, from the very small to large, enterprise accounts</p>
<p>Offices in Pennsylvania and California, with their data center in Philadelphia</p>
<p>The majority of customers are in the United States, with some located in Europe and Asia</p>
<p>Growth is taking place across all geographies</p>
<p>Manage more than one million accounts and have processed more than one billion transactions</p>

The Webmetrics Solution

Aria Systems implemented Neustar Webmetrics Application and Web Service Monitoring services. “Webmetrics provides us with more granularity in monitoring and diagnosing application problems and increased visibility into response times”, explained Mr. Worth. He continued, “We used to be able to monitor web service goals but were not able to click around and test all the components. Now we can.”

“We’ve been able to position our infrastructure uptime as a differentiator. It’s become a show-tool during the sales cycle.”

Aria Systems now benefits from:

- A hosted Software as a Service (SaaS) monitoring solution built on a vast network of agents located in over 100 major cities around the world
- 24x7 monitoring to provide a precise, unbiased “end user perspective” on performance
- Real-time alerts to help solve problems before customers are impacted
- Actionable reports and analysis to better plan for future performance
- Performance tracking of critical web applications and transactions from all over the world – and instant notification if the application is down
- Simulation of defined web transactions (such as customer logins and purchase order fulfillment) as frequently as every minute
- Support of the most complex web transactions including Web 2.0, AJAX, and plugin-based applications such as Flash® and Java™
- Rich Internet Application (RIA) monitoring platform captures the “browser fidelity” of an authentic end-user experience

Aria Systems found the implementation process to be very straight forward. “It was really quite painless,” said Mr. Worth. “We went through an analysis of our applications to identify which parts to monitor. We described to the Neustar engineers the use cases that needed to be set up.” The entire process took approximately two weeks. Mr. Worth described how he was “able to do most of the work myself. This was very important since the rest of my team was busy on other projects and did not have any free time.”

Value

Mr. Worth explained many of the benefits that Aria Systems has realized by utilizing the Neustar Webmetrics Application and Web Service Monitoring services.



Granular Monitoring

Aria Systems can now monitor specific components of applications and web services which allows them to identify and address issues before they become serious problems. “If you are able to track issues, know about them sooner and have more granular information as to where the problem is coming from, you can improve load time metrics. At the end of the day that is the business case for having Webmetrics.”



System Performance and Reliability

Webmetrics enables Aria Systems to guarantee performance and meet their 99.9% SLA through improved uptime and availability. “My goal is to improve uptime and availability. Webmetrics drives down mean response times, which improves uptime and performance.”



Ease of Use

The Webmetrics solution has freed up time for Aria Systems’ IT staff to work on other projects. “Monitoring has become easier to administer. It is no longer an arcane, mysterious function that one or two people can manage. Anyone on the operations staff can now look at these metrics and take action, which creates expanded and improved visibility. The whole process is much more efficient”



Customer Experience

Improved application performance has resulted in higher customer satisfaction and helps Aria Systems in their sales efforts. “Webmetrics has given us more credibility with customers. We are seeing fewer customer complaints and higher satisfaction as uptime improves. We’ve also been able to position our infrastructure uptime as a differentiator. It’s become a show-tool during the sales cycle. ”

Aria Systems depends on their web applications and web services being highly reliable and available for their Software as a Service business model to work. Webmetrics enables them to meet their 99.9% uptime SLA through enhanced monitoring that allows issues to be identified and corrected early on. Peter Worth, CTO at Aria Systems summed it up by saying, “We are very happy with Webmetrics, no question about it. More granular monitoring has been very helpful as we improve application performance and availability. It is a cost-effective solution and very worthwhile investment for us.”