

Triometric Newsletter -- Issue Three, August 2008

Sun, sea, sand and a drop of RUM

It's been another busy month for us at Triometric and we're looking forward to a couple of weeks in the sunshine, as I'm sure you are. With the next version of Triometric Analyzer just around the corner, we're recharging our human solar batteries for what we anticipate will be a very exciting Autumn period for us, our customers and the Real User Monitoring (RUM) marketplace.

We've noticed in recent weeks that awareness of Real User Monitoring is growing: Not just in terms of the type of educated conversations we're having, but because increasingly Triometric is being approached by organisations and prospects seeking our knowledge and expertise on the subject.

As well as sharing our views with organisations such as analysts Forrester and Gartner, we also recently attended an Oracle User Forum where we were invited to speak about our work with HSBC.

In a nutshell, RUM is growing. Why? Take a look at this recent example.

In June grocery giant Sainsbury's had a few unexpected issues when its website was out of action for a few days. With a slogan like Try Something New Today, many of Sainsbury's Internet customers were probably doing exactly that -- shopping with Tesco or Waitrose -- after its online service shut up shop. It is believed that the grocery store lost well in excess of £1m and the real figure is probably much higher.

Individuals and businesses have come to rely on the Internet for so many things -- grocery shopping, and of course their summer holidays -- that when it goes wrong, the consequences can be frustrating for the user and financially dire for the supplier.

So it's no wonder that more and more companies are looking to improve their service to web users.

And on that note, I am delighted to welcome Invensys, Mondi and FIAT as Triometric customers.

Wherever your destination over the next few weeks -- enjoy your holidays.

Matthew Goulden
Director
Triometric

Product News

September sees the introduction of our next round of major improvements and enhancements to Triometric Analyzer. If you would like a demonstration, please let us know by emailing Version 5@triometric.net

Analyzer version 5.0 builds upon Triometric Analyzer's pedigree and adds a new level of usability and data manipulation, as well as new data sources.

Here are just a few of the new features to look out for:

Real-time reporting, dashboards and KPIs

Shows at a glance the real-time health of the service, with user defined navigation into supporting data, simplifying analysis and trouble-shooting.

Advanced reporting enhancements

New advanced graphing and analysis capabilities, including comparative reporting and advanced data manipulation.

Data sources

XML content parsing adds unique capabilities in understanding real user behaviour. Trace route brings complementary information to help understand network performance.

For more information, please visit www.triometric.net/v5.html.

Triometric Customers

We are delighted to announce the addition of three more customers to the Triometric portfolio.

FIAT Servizi Spa, the group finance arm of Turin based motor car FIAT Group Spa, confirmed this month that they will

use Triometric's real user intelligence monitoring product Enterprise Analyzer to ensure the best possible performance from their Hyperion Financial Management application. FIAT Servizi Spa services eight of the major FIAT group companies including Iveco, Magneto Marelli electronics and Ferrari. Enterprise Analyzer enables FIAT Servizi to investigate and understand performance in each of the eight groups giving insight into performance, reliability and usage. For more information, please visit [Enterprise Analyzer](#).

Invensys plc has signed up as an Enterprise Analyzer Lite customer. Enterprise Analyzer Lite is an outsourced service that produces performance and usage Key Performance Indicators on a regular schedule. Delivered by email in a spreadsheet format, Enterprise Analyzer Lite is a simple way for our customers to gain an insight into their application end to end performance and end user behaviour with no resource burden. For further detail, please visit [Enterprise Analyzer Lite](#).

Mondi plc chose to undertake an Application Upgrade Review. An Application Upgrade Review benchmarks the performance of the existing application and/or environment with the new one. By doing so clients can define and measure KPIs which are used to track the progress of the upgrade or deployment from an end to end performance perspective and, at the end of the project, used to quantify the overall return and improvement from service level and end user experience criteria. See [Application Upgrade Review](#) for further information.

Seeing is believing

Last month we were invited to speak with **our customer HSBC** at the **Oracle Hyperion User Forum** in London. The event was extremely well attended, attracting an audience of 300 delegates from over 70 companies.

In case you are unaware of its aims, the forum is run for existing and potential users of Hyperion applications to understand Oracle Hyperion's product strategy and best practices as well as network with other Hyperion users and learn from their successes.

Triometric's role at the forum was to demonstrate how we had effectively unlocked the performance potential of the Oracle Hyperion application suite which 2,200 HSBC users have for group financial reporting of 1,800 entities in fifty countries throughout the world.

What's great about these events is how you can literally see the minds of those in the audience open to the possibilities when real life, real user examples are cited.

We were able to present an array of analysis reports providing real user intelligence used by both the business and operations teams in HSBC.

Triometric data facilitates a common view of the real user experience thereby bridging the gap between both departments.

Members of the audience were keen to learn **how HSBC uses Triometric Enterprise Analyzer** in the areas of application troubleshooting, proactive analysis, management reporting and KPI (Key Performance Indicator) measurement. With Enterprise Analyzer, HSBC is able to benchmark and analyse the performance, reliability and usage of the Hyperion application.

Having the opportunity to listen to an Oracle Hyperion peer describe their pre and post Triometric experiences was indeed extremely enlightening to many of the attendees. Seeing was most certainly believing!

Our thanks go to HSBC.
