



## Triometric Newsletter -- 2009 Issue One: January

### Welcome to the first Triometric newsletter of 2009

First of all may I take this opportunity to wish you a very Happy New Year. Many will be glad to see the back of 2008 and let us hope that 2009 proves to be better than the predictions.

Amid the turmoil of the global economic climate, what I've noticed in my dealings with customers is that people and organisations crave certainty. Knowing there are financial issues is one thing, but if you can understand how they might affect you, then you are better placed to deal with them.

Apart from our great team of dedicated people, I believe this is one of the reasons Triometric enjoyed a good 2008. Through our range of products, we provide a higher level of business certainty, by enabling our customers to measure accurately and make changes quickly and decisively.

I am pleased to say that Triometric Analyzer Version 5, launched in September, has gone down a storm with our customers. Organisations such as Thomson Reuters will be deploying V5 in their systems during the first few weeks of 2009 and beyond. The improved functionality means that customers have at their disposal a range of tools which, quite simply, puts them more in control and provides greater certainty.

This view of Real User Monitoring and its positive impact on organisations was endorsed throughout 2008 by independent analysts.

Triometric has been the subject of interest from analysts such as Gartner and Forrester. In November, Butler Group also produced a report which reaffirms the status of Triometric as a unique player in Real User Monitoring. They were extremely complimentary!

In December, we rounded off a busy year by presenting at the UK Oracle User Group Conference in Birmingham as well as the Oracle Germany Conference in Nuremberg. We were invited to speak about RUM and did so in partnership with a few of our customers in the shape of HSBS, Invensys, Mondi and ThyssenKrupp.

So it just remains for me to wish you a 2009 with prosperity and, above all, a much greater degree of certainty!

Matthew Goulden  
Director  
Triometric

### Version 5 takes flight

The launch of Analyzer Version 5 was a major milestone for Triometric in 2008 as we sought to bring even greater functionality to a product which is clearly making a tangible improvement to the Web services of our customers.

Version 5 has already been selected by Thomson Reuters for the application performance monitoring of their Common Platform strategic project.

The Triometric Web Analyzer product will be used by Thomson Reuters in its six data centres around the world to improve Web performance.

Common Platform's objective is to standardise the Thomson Reuters Web delivery platform for internet applications.

Neil Hartley, Infrastructure Service Manager for Thomson Reuters Common Platform said: "We already have a well-established relationship with Triometric, working with them on optimising our own customer's experience. Incorporating the Triometric Web Analyzer into our Common Platform now gives us a valuable additional tool to help us with real time diagnosis of customer support issues."

In February, Version 5.1 will be available with the following key additional features:

- Real-time end to end SLA monitoring with 'traffic light' presentation
- Advanced filtering to support, for example, segmented client specific views (for service providers)

Customer release notes with a more detailed description of these features will be distributed prior to release.

### Don't just take our word for it

The latest independent analyst to take an interest in Triometric, our product range and the work that we do for our customers, is Butler Group. The common feedback that we receive from such firms is that RUM as a marketplace is growing and Triometric is very well positioned, especially given the strength of our product range and expertise.

In November, Butler Group produced an eight page report which focused on the company and in particular Triometric Analyzer. In their words: "Butler Group is particularly impressed with the dashboards and reporting capabilities provided by the solution."

Furthermore: "An intuitive feature which has caught Butler Group's attention is the ability to hierarchically organise various dashboards and interlink them. The solution also enables pausing and restarting real-time dashboards.

"Organisations may already have APM solutions in place and lack a RUM component, or may be initiating an APM programme and select RUM as the first priority -- in either case Butler Group believes Triometric Analyzer provides a valuable solution."

The report goes on to explain that with many businesses now relying on a Web presence for revenue earning operations, the need to monitor the actual end-user experience has become critical. "In Butler Group's opinion Triometric Analyzer fulfils this need with minimum disruption to the application performance."

The report concludes: "While the overall APM market is maturing, the RUM market is relatively new and is populated with only a handful of vendors. This creates an opportunity for Triometric and this is borne out by its client list, which includes implementation sites with the most stringent of end-user performance requirements."

[www.triometric.net/pdf/butlergroup.techaudit.pdf](http://www.triometric.net/pdf/butlergroup.techaudit.pdf)

So there you have it! Independent commentary such as this reaffirms our belief that more and more companies are heading towards a RUM solution.

As a footnote, in December Forrester cited Triometric in its report on how Independent Service Vendors (ISVs) can expand effectively through partnerships:

"Web performance ISV Triometric evaluated which other ISVs were selling solutions for use in extensive Web environments and where performance could be a customer satisfaction issue. It identified Hyperion, a financial reporting ISV (which Oracle now owns) that sells to larger enterprises, and developed an effective partner relationship."

Again, good to have an endorsement that our strategy is right.

### Speaking at the Oracle

In December we were invited to speak at two Oracle events: the **UK Oracle User Group Conference** in **Birmingham**, and the **Deutsche Oracle Anwendergruppe Conference** in **Nuremberg**.

In Birmingham, our presentation demonstrated to a host of Oracle customers how **HSBC**, **Invensys** and **Mondi** are successfully using Triometric Enterprise Analyzer to proactively monitor their Hyperion Financial Management application and how they benchmark the performance and troubleshoot configuration issues.

Meanwhile, in Germany we were delighted to see so much interest in real time, real user Web-based application monitoring. Here we were able to demonstrate how another Triometric customer, **ThyssenKrupp**, also uses Triometric Enterprise Analyzer as described above.

We enjoyed good turnouts at both events, and in the process of the presentations we answered several very good questions such as:

- What activity were users performing when they experienced slow response times?
- Were the top users using the application efficiently?
- Was poor performance due to the network or server infrastructure?
- What impact did the latest changes have on end user performance?

Thanks also go to our partner AMOSCA as they allowed us to hijack their stand in the Hyperion village where we were able to demonstrate the latest Triometric Enterprise Analyzer capabilities and features.