

Keynote Enterprise Adapter

Integrate Keynote Data into Your Existing Enterprise Console

The Keynote Enterprise Adapter is a secure, reliable and flexible way of integrating our Web and Mobile Performance Test & Measurement data into leading Enterprise Management Systems, including:

- CA NSM
- HP Operations Manager
- IBM Tivoli Software
- Microsoft SCOM
- BMC ProactiveNet Performance Management Software
- dynaTrace
- OPNET APM Software
- Quest Foglight
- Nagios

View and Analyze Keynote Performance Alerts from Your Enterprise Management System

The Keynote Enterprise Adapter integrates our rich performance test & measurement information into your existing enterprise management console—allowing you to view Web and Mobile performance and availability alerts from a single console.

A Single View into Performance and Availability Data

The Keynote Enterprise Adapter integrates Keynote's performance measurement data into your enterprise management console. The Adapter transforms rich Keynote alerts into various formats which can be consumed by virtually any console. Formats include XML, log file, and /or SNMP.

Our Adapter enables you to:

- Pinpoint performance problems for Web and Mobile applications on both sides of the firewall
- Proactively manage internal and external Web and Mobile performance and availability
- Display Web and Mobile performance alerts on a single console

Our Adapter allows you to monitor and ensure the performance and availability of any e-business application—including business-critical supply chain, eCRM, enterprise resource planning, business intelligence, and asset management applications, as well as the performance of Web portals,

and applications running across VPNs and extranets.

With the Enterprise Adapter, you have the flexibility of integrating Keynote alerts with rich diagnostic details into leading enterprise systems management platforms such as CA NSM, HP Operations Manager, IBM Tivoli Software, Microsoft SCOM, BMC ProactiveNet Performance Management Software, dynaTrace, OPNET APM Software and Quest Foglight. Enterprise Adapter also integrates with Nagios, the leading open source monitoring platform.

How the Enterprise Adapter works

More specifically, the Keynote Adapter has the following characteristics:

- Resides on your network, behind the firewall
- Polls the Keynote Enterprise Server every minute to ask for any new alerts processed and generated by Keynote measurement computers
- Receives these alerts in XML format over a secure HTTPS/SSL connection

Benefits

Hassle-free installation

There is no software to install and no upgrades are required. The Enterprise Adapter resides on your network.

Secure

Keynote uses only an outbound port (443) to retrieve performance events from the Keynote datacenter.

Flexible

Once inside your firewall, the Enterprise Adapter uses a configurable port/host setting to transform XML alert feeds into formats that can be consumed by virtually any Enterprise Management

Reliable

Unlike email (SMTP) alerts that are susceptible to delivery problems, the Enterprise Adapter verifies alerts have been received and notifies your console if it is unable to reach the Keynote data center.

(requires only the outbound SSL port 443 be open)

Security

The Adapter is offered as an appliance or software module which resides on your network and communicates with the Keynote server on an ongoing basis (using an industry-standard XML format) to obtain performance and availability alerts.

Keynote alerts are relayed across the firewall using only outgoing requests over standard and secure HTTPS, therefore the Adapter presents no security threat to your Enterprise.

These fundamental and universally accepted methodologies are used to ensure there will be no problem with even the most vigilant security policy and that special configuration of your firewalls will not be necessary.

Works with Major Enterprise Management System Software

Integrating Keynote performance data and events into your Enterprise Management System, helps you:

- Pinpoint performance issues on both sides of the firewall,
- Manage end-to-end performance and
- Consolidate alerts into a single console for faster trouble ticketing, tracking and resolution.

CA NSM

The Keynote Adapter for CA Unicenter is a secure, "ca smart" certified way of integrating mission-critical performance and availability data into your CA NSM console.

HP Operations Manager

The Keynote adapter for HP OpenView works with HP OpenView and integrates Keynote web and

mobile performance alerts into HP OMi and NNMI.

IBM Tivoli Software

The Keynote Adapter for IBM Tivoli has been certified "Ready for Tivoli" for its seamless integration of Keynote web and mobile performance alarms into the IBM Tivoli Enterprise Console.

Nagios

The Enterprise Adapter for Nagios provides alert integration between Keynote end-user measurements and open source Nagios IT infrastructure monitors. The Nagios adapter significantly reduces the mean time to detect application availability by eliminating the need to manually compile critical information from different IT monitoring tools.

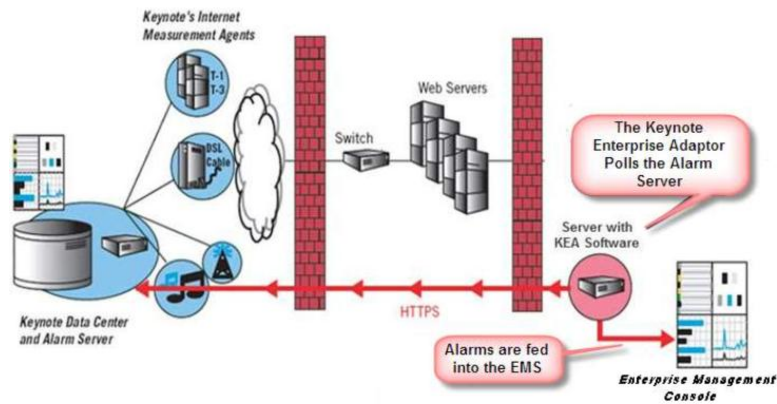
Optional Integration Services

Keynote provides optional integration services performed by Keynote Solutions Consultants to assist with the setup, integration, customization, validation and training for the Enterprise Adapter. These integration services can be either onsite or remote depending on the customer's requirements.

Integration services include setup and configuration of the Enterprise Adapter, working with IT Security and making sure that your EMS is receiving Keynote Alerts.

Customization services include adjusting the format of the alert output to meet the desired input for the customer's EMS system and helping you define logical service groups based on Keynote measurements.

Keynote also provides training services for your IT staff on configuring alerts, customizing the Enterprise Adapter setup and best practices.



End to end IT monitoring is here. Enterprise Adapter retrieves your Keynote performance alerts and presents it in your enterprise management system for immediate problem identification.

About Keynote

Keynote Systems (NASDAQ "KEYN") is the global test and measurement company for mobile communications and online business performance.

As an independent and trusted third-party, Keynote provides IT and marketing executives with an unbiased view into their Internet services from around the world. For over a decade, we have been providing measurement data and testing capabilities that allow companies to understand and improve their customer's online and mobile experience.

Keynote Systems, Inc.
777 Mariners Island Blvd.
San Mateo, CA 94404

www.keynote.com

A Typical Customer Installation of the Keynote Enterprise Adapter also includes:

Public Agents

Choose from more than 240 representative end-user locations around the world

Private Agents

A high-frequency inside the firewall monitoring up to 4,000 page views/hour with fast provisioning for troubleshooting transactions

MyKeynote Console

Real-time operational console for drill-down, root cause analysis, and validation.

Performance Scoreboard

A unified console for monitoring critical application and transaction measurements and diagnosing performance issues using dynamic thresholding & advanced reporting

Application Perspective and Transaction Perspective Products

Uses emulated or real browsers to measure and diagnose Web application and transaction performance and availability issues.

