

# MojoMonitoring

## See what your Customers see.



Do you know whether your customers can use your online system **RIGHT NOW**?

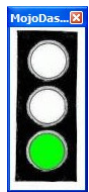
Does your Support Team know about any issues your customer may be experiencing with your online system within seconds of them happening?

Do you know what response times your customers get from each function within your online system and how these response times change during peak times?

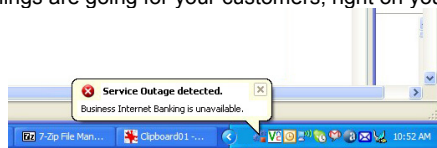
Because if your Online Application is critical to your organization, then a lot is at stake if you don't - Loss of reputation as a consequence of System Unavailability that goes undetected; Financial loss as a consequence of unhappy customers taking their business away from you.

**MojoMonitoring provides you with the answers to those questions – and much more:**

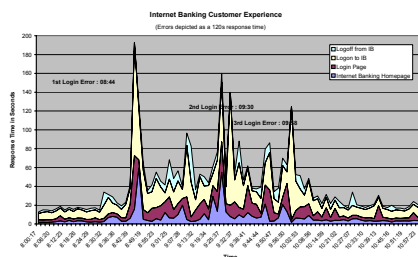
MojoMonitoring impersonates a virtual customer of yours and executes a defined set of online transactions, 24 hours a day, 7 days a week, thus providing continuous coverage. If any of the transactions fail, or if the response times exceed given thresholds, an alert is raised via EMail and SMS to make your support team aware of the situation. Once the problem has been rectified, the Monitor cancels the alert by sending out a notification, thus offering total transparency as to the presence of the problem.



On top of the detailed information provided with alerts, MojoMonitoring also comes with the MojoDashboard desktop application, a traffic light based health indicator for your online application which offers an immediate visual status of how things are going for your customers, right on your desktop.



MojoMonitoring also caters for your reporting needs; both the response times for individual transactions as well as the errors that occur can be downloaded as text files from a secure web site at any time, and can easily be imported into applications such as MS Excel. Advanced statistical analysis using quantils is available as well.



MojoMonitoring is different from its competitors:

**Bulletproof Architecture:** MojoMonitoring doesn't rely on everything going smooth – in fact it's designed to recover from any issues that may arise for your customers as well:

- Automatic Recovery from Networking Issues, Page Errors, temporary ISP outages
- Automatic Restart on Reboot
- Failover to secondary server if hardware problem occurs
- Runs on autonomous Linux Server in our Australian Data Center
- Function- rather than Content-based: You can change the layout of your application, insert graphics etc. without any need to reconfigure the monitoring

This guarantees highest availability and continuous coverage. No "sorry, but the monitoring wasn't running" excuses.

**Highly Configurable:**

- Flexible Alerting Rules
- Recovery from error conditions
- Configurable page caching behavior
- Configurable Message templates and recipients for SMS and Emails
- Intelligent Monitoring of WebSphere based solutions; pinpointing problems to the individual AppServer and even Process Level

**MojoMonitoring Hosted Service:**

- Zero Impact to your existing infrastructure
- Monthly Base Fee AUD 1200 + GST includes
  - 24/7 Monitoring / Alerting
  - 3 Dashboard licenses
  - Online Reports
  - Support via Email and Telephone
- One-Off Setup fee based on number of individual web pages covered: AUD 1.200 + GST / page
- Additional Per-Use fee for Alerts Sent (AUD 0,35 + GST / SMS)
- Post-Implementation Changes to Configuration etc. are available on a T&M basis
- Up and running within 5 working days

Want more details? Contact us at [info@mojomonitoring.com](mailto:info@mojomonitoring.com) or on +61 421 064517.

MojoMonitoring is a trading name of KJEW Investments Pty Ltd (ACN 116279380) and has been servicing major institutions in the Asia Pacific Region since 2001. References are available on request.

## 24 Hours. 7 Days. Bulletproof.

## Monitoring, Alerting, Reporting.

