Customer Case Study: UniServity

This case study discusses how UniServity, an education company offering a web-based online learning service for schools, uses Site24x7 to monitor their websites from multiple geographical locations. By making use of Site24x7's end-user monitoring capabilities, UniServity ensures their global services are performing well for their customers at all times.

By monitoring from our customer locations, Site24x7 has enabled us to test real end-user experience, and aided our support helpdesk by more than 100%!

Brian Fraser,
IT Operations Manager, Uniservity

About UniServity

UniServity, a global leader in next generation Web 2.0 learning, offers a web-based service that provides virtual learning environments to schools globally. The service enables schools and children to collaborate on projects globally. It allows schools and children to create their own websites/pages and to control usage and access at a very granular level.

The Challenge

As large number of schools and students across the world were using their service, UniServity needed to ensure their various websites and online applications were available and performing well from across the globe. They also needed to ensure consistently good user experience for their website users. This led UniServity to use Site24x7, a hosted website monitoring service, for end-user experience monitoring of their global services.

The Solution

UniServity now monitors all their global platforms in the UK, US, Hong Kong, China and Singapore using Site24x7. They use Site24x7's monitoring servers located in different parts of the world for monitoring their web infrastructure in each location. In several cases, they use multi-step web application monitoring to ensure a more in-depth user experience test.
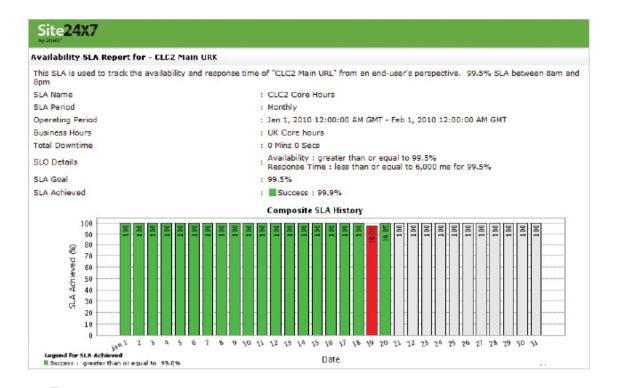
"It was easy to get started on a monitoring service with a global point of presence. What we like about the service is the customizability and the global reach that matches our customer footprint. Also the fact the team is keen to listen to suggestions and take them onboard. We use the service for both proactive monitoring of our learning platform and to generate appropriate service level reporting as required by our customers", says Brian.

Speedy Problem Resolution

The UniServity service desk uses the website monitoring service to identify issues and for speedy problem resolution. The team receives instant email alerts so that they can drill down to see if there is an actual issue or perhaps a network issue in a particular region.

End-user experience monitoring from outside the corporate firewall has enabled UniServity to eliminate service issues quickly and see where global network issues are. They are able to add maintenance windows to manage Service Level Agreements and also able to do 'walkthroughs' to test user experience of their global platform of websites.

The team at Uniservity is also able to isolate 'in hours' and 'out of hours' working windows for different SLA's that allows for appropriate reporting back to their customers.

Site24X7 by ZOHO

Availability SLA Report for - CLC2 Main URK

This SLA is used to track the availability and response time of "CLC2 Main URL" from an end-user's perspective. 99.5% SLA between 8am and 8pm

SLA Name	:	CLC2 Core Hours
SLA Period	:	Monthly
Operating Period	:	Jan 1, 2010 12:00:00 AM GMT - Feb 1, 2010 12:00:00 AM GMT
Business Hours	:	UK Core hours
Total Downtime	:	0 Mins 0 Secs
SLO Details	:	Availability : greater than or equal to 99.5% Response Time : less than or equal to 6,000 ms for 99.5%
SLA Goal	:	99.5%
SLA Achieved	:	■ Success : 99.9%

Composite SLA History

Legend for SLA Achieved
■ Success : greater than or equal to 99.0%

> "*Producing an instant snapshot for these various parameters allows for a lot of reporting flexibility.*" *- Brian*

Composite SLA Summary

Type	Monitor Name	SLA Name	Goal (%)	Achieved (%)	Status	
URL	CLC2 Main URL	CLC2 Core Hours	99.5	99.9	Success	Report
		CLC2 non core 2	97	100	Success	Report
		CLC2 none core1	97	100	Success	Report

Another feature that the IT team at Uniservity finds very useful is the ability to include maintenance schedules into SLA reporting, both manually as well as automatically. For issues that do not fall into this category, the team can easily add relevant comments and have a clear marker of the outage time.

Jan 18, 2010 9:06:57 PM	Jan 18, 2010 9:12:10 PM	5 Mins 12 Secs	Log file analysis	✗
Jan 18, 2010 8:27:33 PM	Jan 18, 2010 8:32:42 PM	5 Mins 9 Secs	Log file analysis	✗
Jan 18, 2010 7:48:51 PM	Jan 18, 2010 7:54:00 PM	5 Mins 9 Secs	Log file analysis	✗
Jan 18, 2010 5:50:00 AM	Jan 18, 2010 6:00:00 AM	10 Mins 0 Secs	service restarts	✗
Jan 17, 2010 9:45:31 PM	Jan 17, 2010 9:51:11 PM	5 Mins 39 Secs		✗
Jan 17, 2010 5:50:00 AM	Jan 17, 2010 6:00:00 AM	10 Mins 0 Secs	service restarts	✗
Jan 16, 2010 5:50:00 AM	Jan 16, 2010 6:00:00 AM	10 Mins 0 Secs	service restarts	✗
Jan 15, 2010 5:50:00 AM	Jan 15, 2010 6:00:00 AM	10 Mins 0 Secs	service restarts	✗
Jan 14, 2010 5:50:00 AM	Jan 14, 2010 6:00:00 AM	10 Mins 0 Secs	service restarts	✗

Business Benefits

"In the past, if there was an issue, the helpdesk would get a call blaming the application. Now we can pinpoint network or other issues and pass calls back or close as appropriate. We are able to react to issues quickly to give a better service to customers. I can certainly say 'performance calls' based on helpdesk reports are significantly down as we can more easily eliminate issues. SLA Management helped me prove to my customers that I was delivering as promised", concluded Brian.

About Site24x7

Site24x7 is a reliable, affordable and easy-to-use hosted website monitoring service that helps webmasters and business owners ensure their sites are up and running at peak performance. It can monitor your entire web infrastructure such as websites, web applications, DNS/email servers, etc. and alert you if they have downtime or performance issues.

Visit www.site24x7.com to sign up for a 15-day free trial account!

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