

FAQ: Winter 2010 Gomez Platform Release

1. What key enhancements were made in this release of the Gomez Platform?

On March 8th, Gomez released a major platform-wide update. Major enhancements include:

- a. New version (V2) of our **Gomez Recorder** that enables customers to run instant local tests on their desktops across Firefox, IE7 or IE8. The Gomez Recorder V2 also features many major enhancements including new interactive waterfall diagnostics, an object filter wizard , proxy support, easy cookie configuration and Silverlight support.
- b. Expansion of our **Multi-Browser Agent Family** and measurement capabilities with the addition of a generally available Firefox agent across the Gomez backbone network. Now customers can monitor their transactions across UTA, IE7, and Firefox from any node on the Gomez Network.
- c. Enhanced user interface to improve ease of use.
- d. Update to **Reality Load** that expands capacity, increases load generation locations and provides better load test diagnostics including host/object-level trending during the course of load test and waterfall diagrams.
- e. Introduction of **Reality Load for Mobile** for testing the performance of the mobile application delivery chain under load.
- f. Update to **Active Mobile** which enables customers to record and monitor Smartphone applications on iPhone, Blackberry and Windows mobile devices.
- g. Enhanced **Integrated Health View** diagnostics dashboard that accelerates problem identification and troubleshooting, including a link to Compuware Vantage, enabling customers to quickly understand the number of users impacted by a performance issue and drill into further infrastructure diagnostics.
- h. Addition of **Contributor Groups** in our Active monitoring solution, enabling rapid identification of performance problems caused by vendors such as CDNs, ad services, and third party application providers

2. Why has Gomez adopted a platform-wide release approach?

Over the past few years, Gomez has developed the industry's most comprehensive Web application delivery management platform. The Gomez Platform combines active and real-ser monitoring, Web performance load testing, cross-browser testing and Web performance business analysis in one integrated platform for both Web and mobile applications. The main driver in delivering an integrated platform is to enable Gomez users to leverage best practices, common technology/metrics and reusable skills across a variety of applications — including Web 2.0 and mobile — in order to improve cost savings and operational efficiencies. In order to leverage the power of the platform, Gomez has moved to a twice-a-year synchronized and coordinated platform-wide release approach. This enables Gomez to accelerate the delivery of new and innovative features, focus on important themes and major enhancements, and simplify adoption for our customers.

3. What major trends and priorities are driving Gomez's product plans?

A number of trends are driving our product plans. They all relate to our primary goal of helping customers manage the complexity of the *Web application delivery chain* and deliver high-performing, quality Web and mobile applications.

- a. In response to the **growing complexity of Web applications and the emergence of multiple browsers with vastly different performance characteristics**, we continue to expand our multi-browser testing network. Our expanded agent family directly drives multiple commercial browsers and delivers the deep granularity and accuracy that our customers expect from Gomez. This flexibility and accuracy has been achieved while also allowing our customers to rapidly record and maintain their own tests. Our enhanced Gomez Recorder simplifies recording and provides the highest granularity and fidelity for measuring the performance of Rich Internet Applications like AJAX, Flex, Flash, and Silverlight using our expanded multi-browser agent family. We will continue to keep this technology current with Web application developments.

- b. We believe that **the Internet is the new data center**, meaning that Web applications are delivered along a complex Web application delivery chain that goes way beyond the firewall of the traditional data center. Web applications come together at the browser, with components delivered both from the servers in your data center as well as external third-party and cloud-based content and services like CDNs, ad delivery networks, Eeb analytics, and shopping carts. Today, you need detailed performance and diagnostic information for the entire Web application delivery chain to manage and optimize your Web and mobile applications. We strive to make it easy for you to act on the issues that we surface, so we've developed advanced diagnostics that accelerate troubleshooting and leverage the collective intelligence of all the tests running on our platform. In addition we are now providing deeper levels of diagnostics into the infrastructure behind the firewall by integrating with the Compuware Vantage solution. We will continue to make it easier to leverage the data in the Gomez platform.

- c. A **"One Web" view** of the "traditional" and mobile Web. The continued growth of mobile access to the Web, coupled with increased end-user expectations, have motivated Gomez to integrate mobile testing and monitoring capabilities into our platform. We've done this in a way that allows customers to enjoy a unified view of the traditional and mobile Web so they can rapidly identify, diagnose, and resolve issues whether they are mobile specific, Web-specific, or both.

- d. **"Load 1.0 fails the Web 2.0 world"** meaning that the traditional method of simulating and exercising load behind the firewall is insufficient in the new Internet world. Most Web applications today are assembled at the browser and include components from across the entire Web application delivery chain: CDNs, ad providers, ISPs, mobile carriers and even browser choice will impact how applications perform under load. Gomez's unique approach to testing load in the context of the entire Web application delivery chain is crucial for understanding how customers will experience your Web site under load.

4. What new features have been added to Gomez's Web performance monitoring solutions?

In addition to the redesigned look of the entire Gomez Platform, Gomez has also added new capabilities to Active Network (Backbone Monitoring) and Active Last Mile (Last Mile Monitoring).

New capabilities include:

- a. Multi-browser Agent Family** – Gomez has expanded its cross-browser monitoring capabilities by adding the Firefox 3.5 commercial browser agent to our existing Internet Explorer 7 and UTA active monitoring capabilities. We have also deployed Internet Explorer and Firefox browser agents across Gomez’s backbone testing locations. Gomez customers can now choose to monitor using the browsers that are most important to their customers. Gomez has also deployed the new Internet Explorer 8 Agent (in beta) to a subset of our backbone nodes. All agents are available within your existing Flexplan and require no contract changes to access.
- b. Gomez Recorder** – Designed to create tests that run on the new multi-browser agent family, the updated Gomez Recorder makes it simple to record and playback transactions using Internet Explorer 7 and Firefox 3.5. With a simple “point and click” interface, the Gomez Recorder lets you quickly record complex transactions, run and analyze local results using interactive waterfall charts, or upload the test for active monitoring using your choice of Internet Explorer or Firefox in a matter of minutes.
- c. Integrated Health View** – Gomez has now added integration with Compuware Vantage 11 to the Integrated Health View. Now customers who also use Vantage 11 have a “single pane” view of their active alerts across Gomez’s Active Network, Active Streaming, Private Locations, Private Network and Actual Experience monitoring, and can initiate the root cause analysis process in Vantage 11 directly from the Gomez Platform. By leveraging the collective intelligence of the Gomez Platform with the enterprise view provided by Vantage, you can accelerate problem identification and troubleshooting, and quickly determine if the issue is specific to your Web application or is a general problem with the Internet.
- d. Contributor Groups for Active Network** – Track and analyze the performance of your most important contributors (e.g. partners, third-parties, CDNs, or internal hosts). Gomez has added host level contributor group summaries for backbone monitoring to its test analysis feature.

5. What are the benefits of the new Gomez Recorder and how can I take advantage of these?

Gomez’s enhanced record/playback technology simplifies recording and provides the highest granularity and fidelity for Rich Internet Applications (e.g. AJAX, Flex, Flash) across our expanded multi-browser agent family. With the new recorder you can:

- a.** Choose between using IE or Firefox for local and global testing
- b.** Diagnose local results instantly using interactive waterfall charts
- c.** Easily provision tests across multiple browser agents
- d.** Record technologies using Silverlight
- e.** Create substitutions with an easy to use wizard
- f.** Access improved cookie handling, content filtering & validation, and proxy support options

Completely self-service, the Gomez Recorder lets you quickly record transactions and monitor them from Gomez’s expanded multi-browser agent family in minutes.

To start using the new Gomez Recorder download it from the Gomez Portal at:

<http://image.gomeznetworks.com/downloads/gomezrecorder.exe>

You can download the new Gomez Recorder, record transactions, and run tests locally from your desktop immediately. To run multi-browser agent tests on the Gomez Network, one time activation is required. Please contact client services or your account manager.

View new Gomez Recorder training modules on Gomez University at:
<http://training.gomez.com/course/view.php?id=261>

6. What are the benefits of Gomez's new expanded family of Browser Agents?

Multi-browser performance management is becoming more and more important with the increasing diversity and adoption of multiple browsers that have diverging performance and rendering characteristics, especially in areas like JavaScript processing. It is becoming critical to test and measure performance for each browser that is important to your business in order to get the most accurate data and understanding of the end-user experience. Gomez has built a family of multi-browser agents for this purpose. Browser monitoring choice provides the ability to align your performance management with the browsers that are most important to your customers. Starting today, Gomez customers can run performance tests using the IE7 Agent, the Firefox 3.5 Agent or the Universal Testing Agent (UTA) for operational testing and optimizing application performance across browsers. The IE8 agent is currently in beta. In addition to adding monitoring using Firefox and IE8, Gomez also has provided the ability to capture client-side performance metrics across all testing agents so that customers can more easily optimize their application performance across different browsers. Gomez's goal is to provide testing and monitoring from the most important browsers that your end-users use so that you can quickly detect and fix Web application problems and optimize performance across browsers.

7. What are the important new capabilities of Gomez's mobile monitoring solution?

Gomez's on-demand mobile monitoring solution Active Mobile accelerates identification, diagnosis and resolution of mobile Web, SMS and application performance and availability problems. Gomez Active Mobile provides a unified "One Web" view of mobile and Web performance and availability so organizations can leverage existing Web performance management skills, best practices and investments to improve productivity and maximize operational efficiencies. Updates to our Active Mobile solution include:

- a. Load test mobile Websites and applications. Leverage recorded mobile Website and application transactions to analyze the performance of mobile services under peak traffic conditions. For more information concerning mobile Website and application load testing please refer to the Reality Load section of this FAQ.
- b. Easily record transactions for iPhone, BlackBerry, Windows Mobile and Symbian mobile "smart" applications using the Gomez Script Recorder Mobile Edition. These transactions can be uploaded to the Gomez Portal and monitored regularly.
- c. New Web services API to access Active Mobile tests results and programmatically populate your own data warehouse.

8. What do I need to do to begin using Gomez Active Mobile monitoring?

Please contact your Account Manager to have your account provisioned for Active Mobile. Once provisioned, testing follows the established processes and best practices for Gomez's Web performance monitoring solutions. Simply record your mobile Web, SMS and application transactions, upload them to the Gomez portal, and start monitoring performance and availability across mobile devices, networks and geographies.

9. What new features have been added to the Gomez Last Mile solution?

Gomez's Active Last Mile provides on-demand active monitoring from 100,000+ real, consumer-grade desktops connected to 2,500+ local ISPs and wireless carriers in 168+ countries around the globe. Active Last Mile provides broad geographic insight into real-world performance issues, including the impact of bandwidth, CDNs, local ISPs and wireless carriers. Recent improvements to Active Last Mile include:

- a. Updated bandwidth connectivity categories to better reflect the delivery speeds of current technologies. The updated bandwidth categories are:
 - Legacy/Saturated G0 (<=56kbps)
 - Narrowband G1 (>56kbps, <=200kbps)
 - Narrowband G2 (>200kbps, <=512kbps)
 - Broadband G3 (>512kbps, <=768kbps)
 - Broadband G4 (>768kbps, <=1536kbps)
 - Broadband G5 (>1536kbps, <=3072kbps)
 - Broadband G6 (>3072kbps)
- b. New multi-browser IE7 agent support for the Private Peer deployments
- c. Increases to the size of batch limits to allow customers to run more tests on a given peer machine to make test comparisons easier
- d. Increased Private Peers platform support for Windows 7, Vista, and Server 2008 operating systems
- e. Usability improvements to the chart creation and filtering process to accelerate problem diagnosis

10. What new administrative features have been added to the Gomez Portal?

Administrative enhancements included in this release are:

- a. **New & Improved Web Services** – Gomez has added new Web services to extract data for Active Streaming and Active Last Mile. Gomez has also added a new Web service that allows users to programmatically retrieve account data.
- b. **Enhanced Usage Reporting** – Gomez has updated the Flex Usage reports to include more products across the Gomez Platform. To help you better track and plan your measurements, usage reports are now viewable and downloadable for Active Streaming, Active Mobile, and additional usage visibility has been added to our Active Backbone monitoring product.

11. What new features have been added to Reality Load?

Gomez's Web load testing solution, Reality Load, has exciting new features and functionality in four major areas:

a. Expanded Capacity and Volume

- Additional load generation cloud vendors to more realistically emulate the diverse traffic patterns your applications will encounter domestically and globally
- Additional geographies for load generation, enabling high-volume test execution from more locations across the US and Europe
- More Last Mile locations and peer availability, for richer geographical testing coverage

b. First "One Web" Unified Web and Mobile Load Testing

- By combining running mobile load test scripts with Reality Load while evaluating the impact on your end-users' experience with Active Mobile, the Gomez platform becomes the only solution in the market place that can verify the performance of your mobile and web applications while the entire infrastructure is under load

c. Rapid Identification of Third Party Problems

- New capabilities to chart by contributor hosts, so you can easily identify which third-party component (ads, CDNs, analytics, ratings, shopping carts, etc.) are impacting overall response time and performance under load
- With the addition of object-level waterfalls and a unique interface allowing analysis at the object level or host level on a page by page level, you will be able to quickly identify the root cause of performance problems or bottlenecks

d. Simplified Scripting capabilities

- New IE agent that lets you use the new “point & click” Gomez Recorder to easily record and load test complex online transactions -even for applications using Rich Internet Application technologies like AJAX, Flex and Flash
- New mobile agent that lets you generate high volume load from multiple locations outside your data center, so you can quickly identify mobile infrastructure breaking points

12. What new features have been added to Reality View?

Gomez's on-demand cross-browser testing solution Reality View automates the validation of Web and mobile sites across all major browsers, operating systems and devices. Using Reality View you can now:

- Ensure your Web and mobile sites render and perform as expected across 500+ browsers and operating systems and 5000+ mobile devices, including the latest operating systems such as Windows 7; mobile devices such as Google's Nexus One; and browsers such as Firefox 3.6 and Chrome 4.
- Easily identify and resolve mobile Website performance issues with actionable object-level detail including object size, download time and request & response header information
- Take and share screen captures of usability & functional testing sessions performed using remote access to real, live machines

13. Where can I get more information?

There are several options for getting more information:

- a. Watch the “What's new” customer webinar:
<https://www1.gotomeeting.com/register/438422137>
- b. Visit www.Gomez.com and check out the new product and solutions pages
- c. Call your account manager