

Web Site Performance Metrics

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speed-trap Launches Prophet-ET on Computacenter Stand at BMC Software User Forum

Groundbreaking new technology delivers contract-accurate web and intranet application performance and usage data for Operations and IT managers via BMC Software's PATROL system

17 July, 2001, Docklands, UK - speed-trap, the client-side web data collection experts, today launched its Prophet-ET product on the Computacenter stand at the BMC Software User Forum.

speed-trap is also announcing the availability of The Prophet-ET Knowledge Module for PATROL which provides a seamless integration of BMC Software's PATROL system management product with speed-trap's unique, client-side, business-led performance dataset.

Unprecedented Accuracy

Prophet-ET provides accurate information on the actual performance delivered to browser-based application users and web visitors in both intranet and internet environments. It achieves its unprecedented accuracy by using a unique, patent-pending technology that collects and records directly from the user's browser, events that occur while the user interacts with the frames or pages that are being monitored. In this way, each web page or application monitors its own use.

Business level transaction monitoring

Prophet-ET also includes the ability to record details of user-defined transactions which can be used to monitor business-level transactions like search performance, or login performance.

"Prophet-ET's unique ability to provide accurate data on performance and usage by monitoring client-side interaction provides an insight that IT, operations and e-business functions have been seeking for years," comments Malcolm Duckett, VP of Marketing, speed-trap. "Our users can answer a bunch of really important questions about the service they are delivering with complete contract-accurate data."

The Prophet-ET knowledge module for PATROL allows all this data to be passed to BMC Software's PATROL application management system.

Richard Stinton, Partner Manager at BMC Software, commented, "By adding speed-trap's unique data to PATROL's proven capability, we are providing the complete solution for application and e-business management for the web-enabled enterprise."

Key Part of Computacenter Relationship

speed-trap recently announced a strategic partnership with Computacenter UK, a component of which is their joint marketing and sales programme for Prophet-ET and the Prophet-ET Knowledge Module for PATROL.

"By integrating BMC's market leading technology with speed-trap's new approach to browser-based data collection we have developed a groundbreaking solution. Our relationship with Computacenter provides us with an ideal channel to deliver this solution to operations and IT teams of major web-enabled enterprises," explains Simon Burton, Sales Director, speed-trap.

Complete package with installation and site specific functionality

The Prophet-ET and Prophet ET knowledge module for PATROL are available for shipping today and will run on Solaris and Intel platforms, or other Java-enabled systems. The systems are sold as a complete package. This includes installation, training and professional services to allow customers to define site-specific transactions which will report on key business and operational metrics for their application or site.

About speed-trap

speed-trap is a UK-based e-commerce performance management company with headquarters in Newbury, Berkshire and US offices in San Francisco, California and Boca Raton, Florida. The company builds the tools and technology that the emerging generation of business-quality Web sites, Web applications and wireless solutions will use to build fast, usable, efficient and profitable solutions to meet the demands of today and tomorrow. speed-trap was founded in January of 2000, specifically to exploit its patent-pending technology that allows a unique insight into how real users and customers interact with on-line applications. See www.speed-trap.com for further details.

About PATROL

PATROL is a broad, integrated solution that enables the rapid deployment of

advanced service-level management through a unique continuous improvement process. The process not only enables customers to measure service in terms of end-user response time of business transactions and publish reports on compliance against service level agreements (SLAs), but it also uniquely allows for automated diagnosis of the root cause of failures and prediction of the impact of business change on the quality of service delivered. From a single graphical console, PATROL provides centralised control and helps to proactively manage systems, applications, databases and resources across e-business enabled enterprises. More information on PATROL and its benefits can be found at www.bmc.com/patrol.

About BMC Software

BMC Software, Inc. [NYSE: BMC], is the leading provider of enterprise management solutions that assure business availability - maintaining and optimising business-critical systems with automated infrastructure management and unique service management capabilities. BMC Software is a member of the S&P 500, with fiscal year 2001 revenues exceeding \$1.5 billion and offices worldwide. For more information, please visit BMC Software's Web site at www.bmc.com.

About Computacenter

Computacenter is a leading European provider of IT infrastructure services.

It offers services at every stage of infrastructure investment to help its customers maximise the value of IT to their businesses. It can help its customers with the choice of technology, procurement, tailored configuration, testing and integration within the enterprise. It then ensures continued efficient, cost effective performance through its range of operational management services. The company's corporate and government clients are served by a network of branch offices across the UK, France, Germany, Luxembourg and Belgium and, through the international joint venture ICG, at locations throughout Europe, Asia Pacific and North America. See www.computacenter.com for further details.

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