Survey findings published by Aberdeen support the NetEvidence strategic approach to Network Performance Management

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- Independent research firm finds that organisations of all sizes want more visibility into network and application performance and information they can act on -

London, UK – 29 October 2008 – NetEvidence (http://www.net-evidence.com), a leader in network performance management services, today announced the availability of a new research report on network and application performance by the Aberdeen Group, a Harte Hanks Company (NYSE: HHS).

The survey report, entitled "The Value of Network and Application Visibility: Improving the Usability of Performance Data" and sponsored by NetEvidence, found that while 85% of the organisations surveyed collected more network and performance data over the last two years, less than half of these organisations (41%) had seen any improvement in their ability to prevent performance issues.

"Best-In-Class organisations don't spend significantly more on network monitoring – and yet they have more than doubled the success rate at preventing performance issues when compared to other organisations," said Bojan Simic, a research analyst at Aberdeen. "What's the difference? Best-In-Class are doing a better job at selecting tools, primarily deploying systems which not only collect more data, but then make that information more usable. This results in faster, more qualified decision making for the organisation."

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The study, based on a survey of 176 organisations, examines best practices for improving visibility into network and application performance. These findings serve as guidelines to organisations looking to achieve their operational and business goals for network and application performance management.

The research shows that Best-in-Class organisations are more likely to use application response times, application availability, quality of end-user experience, and application SLAs when evaluating their network and application visibility initiatives. On the other side, Industry Average and Laggard organisations are more likely to use the number of end-user complaints, unplanned network downtime and network SLAs as the key performance indicators for network and application performance management.

"Enterprises simply want network performance information that supports rapid qualified decision making. NetEvidence's SaaS solution is delivering this capability all over the world," said Richard Thomas, CEO of NetEvidence (http://www.net-evidence.com). "Our philosophy from day one has been to focus on providing an intuitive visual interface with a 'business-centric view' of what's happening on these critical networks and applications. This information can easily be shared with colleagues globally and even with Network Providers themselves."

"The usability of this interface is critical: it needs to be more than a mass of numbers and crude

graphics. For instance, it's hard to know if an application delay of 2.5 seconds is OK, but knowing it's 50% up over last week, or 200% this quarter, and knowing about capacity bottlenecks over the same period makes the information actionable. NetEvidence's decision to deliver the service via a SaaS model speeds up delivery times and eliminates capital expenditure."

About NetEvidence

NetEvidence is a privately-funded Network Services Company headquartered outside London, UK. The company's flagship product, Highlight, is a real-time, browser-based solution that delivers powerful, intuitive, application-aware network performance management services. It is delivered using a Software-as-a-Service (SaaS) model, normally through Network Providers who use it to augment their Managed Network or Connectivity products, or directly to Enterprises.

Highlight is deployed rapidly and maintained transparently, with a flexible and scalable subscription based pricing structure. Highlight is currently relied on by more than 6,000 Enterprise networks across 54 countries. Customers include over 30% of the FTSE 100 as well as Service Providers such as Verizon Business, Equinix, Telstra International & Claranet.

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