

Institute of Physics Publishing Installs Web Performance Software from Triometric

Submitted by: Triometric (formally Trio Networks)

Monday, 7 March 2005

Web Analyzer software to assess the true performance of Institute of Physics Publishing's high value content web sites

Institute of Physics Publishing, the not for profit publisher wholly owned by the Institute of Physics, has installed web performance software from Triometric to monitor six high value web sites, accessed by tens of thousand of users across the world.

The project is designed to consolidate the high quality of service Institute of Physics Publishing provides its online customers. Web Analyzer from Triometric (formerly Trio Networks) will be installed onsite at Institute of Physics Publishing for at least two months to monitor six different sites - IOP.org, physicsweb.org, fibers.org, optics.org, compoundsemiconductor.net and cemcourier.com. Institute of Physics Publishing's subscription-based online content includes journals, databases, news, jobs and events information, buyers' guides and bookstores.

Web Analyzer measures 100% of requests and acknowledgements between web servers and end users, giving Institute of Physics Publishing an end-to-end view of its online service from the customer's perspective. The software detects a wide range of performance and security issues including content scraping, slow downloads, server problems, high abort volumes, page errors and ISP failures. The data is accessed through Triometric's interactive web-based interface.

Ed Martin, Head of Network and System Performance at Institute of Physics Publishing, explains, "Services such as journal content delivery are increasingly less paper-based and more electronic. So, we want to focus more effort on ensuring a high level of web performance for all customers, wherever they might be located around the world.

"Until now, our ability to analyse and assist with problems that customers have sometimes experienced with their local internet connectivity has been limited. By sourcing performance data from the network itself, we should get a fuller picture of what our customers are seeing online, and not just nodes of activity in a limited number of international locations," he added. "If this trial installation is successful, the Web Analyzer software may eventually replace our incumbent monitoring system."

Larry Bennett, Technical Director at Triometric adds, "Institute of Physics Publishing is currently using remote agents for performance monitoring. This approach accesses selected pages intermittently, simulating a small proportion of real users. In contrast, Web Analyzer monitors the actual users all of the time, giving Institute of Physics Publishing an accurate picture of their customers' experience and service levels."

Triometric Web Analyzer is installed as a stand-alone appliance and is completely non-intrusive. Connecting to the network via a tap or switch is straightforward and requires no change to the website or infrastructure. Typically the Web Analyzer is installed in an hour. For further information call 01784 497361 or email info@triometric.net.

About Triometric

Triometric (formerly Trio Networks) offers web performance and analysis with its flagship software product, Web Analyzer. A non-intrusive solution, it is being used by organisations with high value web content or strong e-commerce presence such as Reuters and Octopus Travel to gain a detailed understanding of the performance of their web-based services and their customers' complete online experience. It helps organisations maximise online revenue and loyalty, and supports a holistic view of their online service, end to end, from the customers' perspective. The software adds absolutely no content or latency to an organisation's network. It times requests and acknowledgements being made to and from the web server, and allows users to interactively analyse the resulting performance data via its customisable reporting interface. In turn, this information is used to easily identify or resolve technical, security and user issues such as content scraping, slow download speeds, high abort volumes, slow servers, page errors, ISP failures and much more.

Triometric is based at Orchard Building, Royal Holloway, Egham, Surrey, TW20 0EX. Tel: 01784 497360. Email: info@triometric.net Web: www.triometric.net

About Institute of Physics Publishing

Institute of Physics Publishing is a not for profit publisher wholly owned by the Institute of Physics. It is one of the largest and most dynamic publishers of physics information in the world. The publishing activity dates back to 1874 and today the company publishes a wide range of journals and magazines. Its author and readership is international, and its performance was recognized by Queen's Awards for Export Achievement in 1990, 1995 and 2000. Institute of Physics Publishing is a member of ALPSP, the Association of Learned and Professional Society Publishers.

Institute of Physics Publishing is based at Dirac House, Temple Back, Bristol, BS1 6BE. Tel: +44 (0)117 929 7481, Email: custserv@iop.org