

LEADING ISPs CONTINUE TO FAIL HOME INTERNET USERS IN THE UK

A study released today by Parallel Ltd, a UK-based enterprise management company, reveals that Internet Service Providers (ISP) are continuing to suffer downtime, excessive download times and page size problems and are falling behind when it comes to providing services over the Internet. The findings, based on a three-month study to determine the performance of the top 18 ISPs in the UK, showed that just six per cent of the leading ISP sites were available for the whole three-month period.

The findings showed that the average time an ISP was unavailable was a total of eight hours 25 minutes per month, equating to 33 hours of downtime per year.

Download time was another major performance issue for the companies monitored by Parallel. None of the sites monitored had a homepage that would download in eight seconds or less, which is the recommended maximum time to ensure a good customer experience. On average, dial up modem users had to wait more than 40 seconds for the homepage to download.

Page size was the main contributing factor to the length of time it took for a home page to download. 81 per cent of those sites monitored contained web pages that exceed the recommended 40kB limit. The largest page size recorded was 151.6kB.

As Tim Moore, director at Parallel explains, page size is a key issue in the drive to improve online customer experiences:

“The page sizes for the ISPs monitored were above the average for FTSE 100 companies that Parallel monitored at the beginning of 2002. This is extraordinary when you think that home users rely on these ISP companies to access the Internet on a daily basis. Page size can be a huge inhibitor for online customers and cost a company considerable damage to reputation and income,” Moore said.

For the full report, please visit http://www.nexuswatch.com/news/isp_report.pdf.

How performance monitoring works

In analysing performance, Parallel used its Nexus Watch web-monitoring service (www.nexuswatch.com). Nexus Watch employs a unique synchronous polling mechanism that uses two ISPs to determine whether the fault is with the Internet or the system being monitored. The top Internet Service Providers were interrogated automatically every few minutes to develop a clear picture of online performance. The results were collated during a three-month period. Several key criteria emerged that companies should consider when benchmarking their online performance.

Nexus Watch acts as a virtual user, viewing a web site exactly the same way a customer would. It allows companies to instantly tackle downtime and performance issues, hacking and unauthorised postings or e-graffiti.

Nexus Watch requires no installation of software and there is no need to change any internal technology. Nexus Watch can begin to monitor a company's web site immediately from Parallel's Network Intelligence Centre and a company can receive performance alerts within minutes.

About Parallel / Ardentia

Parallel is a dedicated network systems and enterprise management company. It partners with a broad range of vendors including Sun, Cisco, NetScout and HP. Key customers include Alcatel Telecom, Hughes Olivetti Telecom, BT, NextiraOne, Damovo and Vivendi Universal. From January 2007 Ardentia Ltd markets Nexus Watch.

For further information contact:

Susan Morgan

Ardentia Ltd

Tel: 01932 724027

Email: susan.morgan@ardentia.com

