



Press release

PROSODIE is transparent on the performance and availability of the Web applications that it infomanages

Boulogne-Billancourt, France, September 10, 2009: Prosodie, a multichannel online services operator for remotely sharing information for major accounts, is improving its performance assessment tools for the client applications that it infomanages. With the 'User Experience Control' service, companies can now objectively measure the quality experienced by visitors on their websites in a relevant fashion, and thereby optimize their management.

User Experience Control: A service based on a trustworthy third party,

Prosodie has opted to deploy an ip-label.newtest solution. This recognized international player offers web page response time measurements performed by robots which imitate the behavior of Web users. These robots are located around the world at leading Internet Service Providers.

Perfected Baseline Measurements...

In order to more accurately hone in on the causes of malfunctions and improve the quality of the measurements taken, Prosodie has expressed a desire they that also be positioned within its own infrastructure, with ip-label.newtest administering them remotely. Thus, this comprehensive approach leaves no doubt as to the objective nature of the results. Furthermore, the measures taken are not skewed by Internet disruptions, downtime, or slowdowns encountered on ISP infrastructures.

"For an IT Manager, it's critical to have this sort of data when searching for exhaustive performance criteria for your managed environments. This is because it lets us quickly clear up any ambiguity between problems related to the website itself, to our host's environment, or to the Internet environment. Additionally, it also gives us accurate data to submit to the business divisions that are affected," says Thierry Auger, Assistant IT Manager at Groupe Lagardère.

...Now for All of a Company's Businesses

Additionally, for the purposes of improving the readability and relevance of measurements and reports intended for different readers within its clients (including marketing and communication departments, among others), PROSODIE also offers the ability to monitor business scenarios from start to finish: for example, the time needed to purchase a plane ticket on an e-commerce site, or the time spent filling a form on a government webpage.

As with the comprehensive view that Prosodie takes of websites that it infomanages, this data serves to measure the actual performance of applications, and more accurately hone in on disruptive elements.

"Industrializing this new service enables us to be both more proactive when dealing with incidents and to be fit to advise our clients on changes to their websites by emphasizing, direct effects on the application performance caused by changes to the infrastructure, if any (releases, hardware upgrades, etc.)" concludes Bruno Zembra, Manager of User Experience Control department at Prosodie .

With a constant desire to partner more closely with its clients, Prosodie already plans to go beyond the Web and expand this service to all applications that it infomanages.

About PROSODIE

As a service operator offering IT and telecoms expertise, Prosodie designs and hosts multi-channel online services for remote access to information and interactive data exchanges. With many major companies benefiting from Prosodie's services, the company works in the fields of multi-channel customer relations, facilities management for critical and sensitive systems and applications, IP telephony and prepayment systems and other services for telecoms operators. With offices in France, Spain, the United States and Canada, the group achieved turnover in 2008 of €179.9 million, with an operating profit of €15.6 million, and had 958 employees at 31 December 2008. In July 2008, PROSODIE obtained an extension of its AFAQ ISO 9001 certification to cover all of its activities throughout France.

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