



M O N I T O R E D • 2 4 x 7

## GKY Internet

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Remmon is GKY Internet's advanced remote monitoring service. It provides both fault and performance monitoring in a fully managed and hosted service offering.

### **Q: Who needs Remmon?**

A: Any organisation whose website is important to its business. Remmon will monitor your website 24 hours a day, 7 days a week and alert you by email or sms the moment a failure or drop in performance occurs.

### **Q: What can Remmon do for my website?**

A: Remmon will monitor your website 24 hours a day, 7 days a week and alert you by email or sms the moment a failure or drop in performance occurs. In addition, Remmon will continuously gather performance data on your website and provide you with plain-english reports that allow you to assess your site's performance against KPI's, SLA's and from an end-user's point of view.

### **Features**

Remmon is a feature rich service wrapped in an extremely easy to use plain-english administration and reporting package which is entirely web-driven. Its features include:

#### **Monitoring of static and dynamically generated web pages**

Any resource accessible via a URL can be monitored.

#### **Intelligent monitoring**

Remmon takes monitoring to the next level by allowing you to specify search text and then receive an alert if either the web page contains or does not contain the search phrase. This is particularly useful where you are monitoring systems that still generate web pages even when they fail. Remmon can store the full text of these pages for later analysis.

#### **Dedicated monitoring links**

To ensure the most accurate results and the highest levels of reliability, Remmon uses dedicated links for monitoring. Actual links using 56k modem, 64 and 128k ISDN, 256k/1.5MB ADSL and 2MB T1 can be used to accurately determine performance using these different access technologies. These link speeds are not simulated by throttling higher speed connections. Remmon does not monitor more than one URL per physical link. Real-world speed comparisons can be made between access technologies.

#### **Optional simultaneous monitoring via two or more Tier 1 ISPs**

Using multiple Tier 1 ISPs, Remmon can provide you with comparative performance data that will enable you to answer the question: How fast is my website for users of such-and-such an ISP.

#### **Alerting of URL failure**

Remmon recognises and alerts many types of URL failure including socket errors, HTTP errors and time related failures (like a page taking too long to load).

Remmon will alert up to 5 email addresses per URL of the failure. The email includes details of the URL, date and time and nature of the failure. Remmon will issue a follow up email when the URL is no longer issuing the failure condition.

Remmon uses sophisticated algorithms and network diagnostics to prevent false alarms.

As an added extra, Remmon can also issue alerts to mobile phones using SMS.

#### **Results analysis**

Remmon provides administrators with analysis of monitoring results and suggestions for performance improvement of web servers and web connections.

Additional customised analyses can be added at any time. Full data can be downloaded in .csv format for offline analysis.

#### **Further information**

For further information please call Georg Breu on 02 6262 7613 or visit the Remmon website at <http://remmon.gky.com.au>.