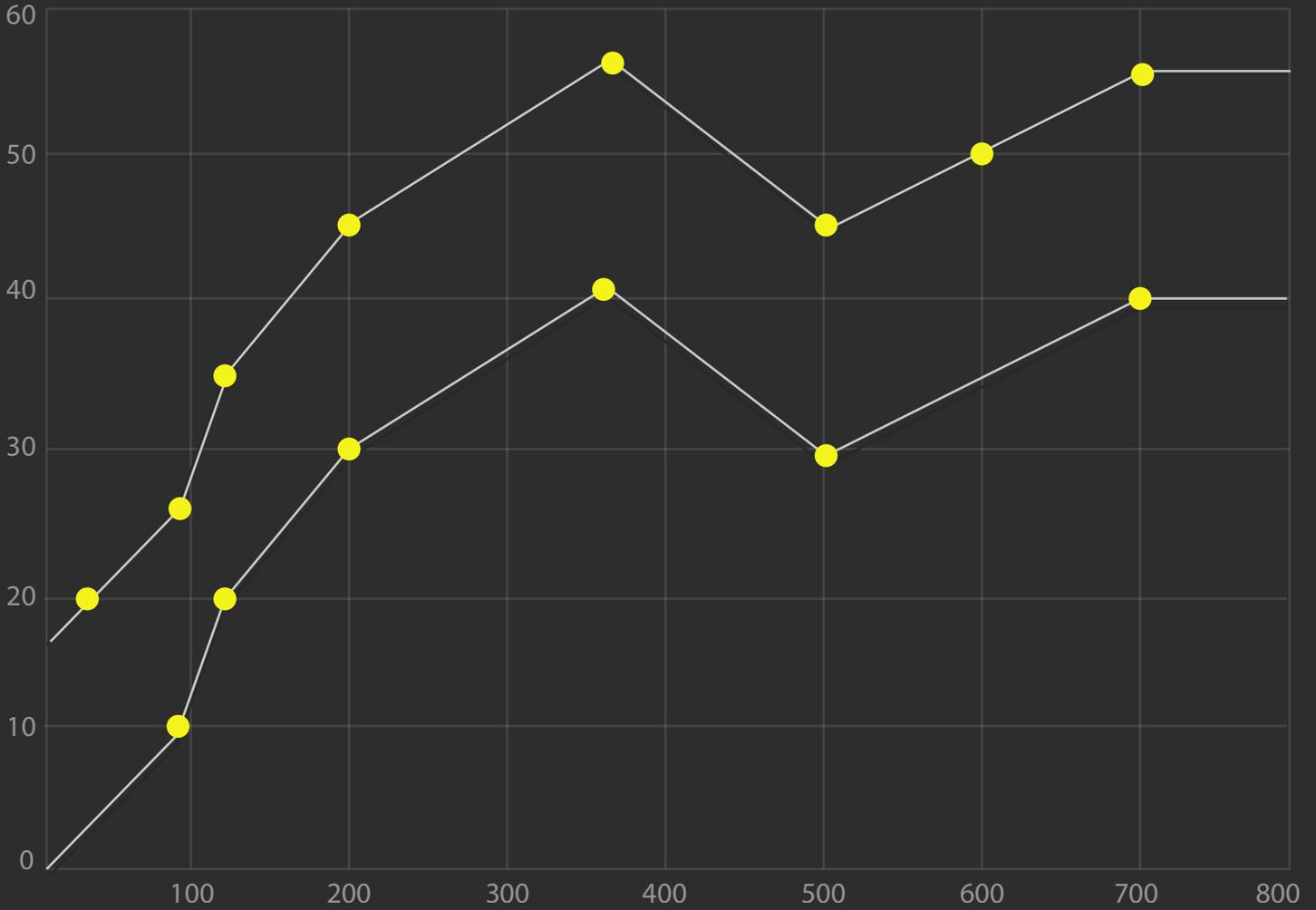
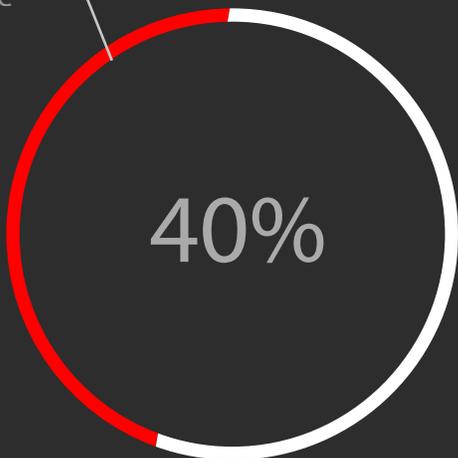


ITAZ Technologies

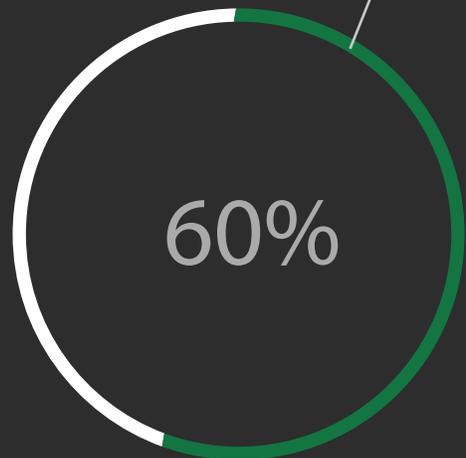
Uses Site24x7 to Gain Key Insights into Website Performance and Reduce Downtime



Downtime



Uptime



The Customer

ITAZ Technologies was founded in 1999 to build software products for information management. In 2001, the company launched its flagship document management software product, doQuments, which proved to be a great success. Prominent organizations such as the US Food and Drug Administration and the Westpac Bank in New Zealand became early members of ITAZ's growing clientele list.



For more than a decade, ITAZ has helped organizations increase efficiency and save costs by reducing their reliance on paper and helped them create a central, secure, and searchable repository of their paper and electronic documents. The company's products, SOHODOX and GLOBODOX, are used by customers in over 50 countries.

Business Requirement



For ITAZ, operating with a motto of providing top notch user experience and proactive on-demand support, round the clock, it was important their website was operational all the time. Any downtime would leave their global customer base from more than 50 countries stranded, resulting in loss of business and reputation.

ITAZ tried multiple approaches to monitor their websites including using a home grown solution, but found that the solutions were expensive, unreliable, and did not meet its requirements. ITAZ wanted a cost-effective and efficient solution to monitor the performance of its websites, provide key insights into website metrics, and issue alerts in case of downtime, before end-users are affected. Every precaution was taken to make sure there was no website downtime, but in an inevitable situation of downtime, it became necessary to be alerted instantaneously.

Zeroing in on Site24x7

Shiraz Ahmed, CEO, ITAZ Technologies, was introduced to Site24x7 while researching for website monitoring solutions on Google. The major driving factors for choosing Site24x7 was the simplicity of usage, cost-effectiveness, and the ability to issue immediate notifications in case of downtime.

Site24x7 in Action

ITAZ primarily uses Site24x7 for business-centric management, specifically to monitor its company and product websites. Site24x7 is extensively used by both the sales and marketing teams to ensure that the websites are at peak performance.

Instant Alerting

Site24x7 keeps the teams in ITAZ updated about website performance issues and keeps them notified on downtime. With a powerful alerting mechanism that supports SMS, email, push notifications, Twitter, and RSS Feeds, Site24x7 keeps ITAZ up to date on website performance statistics and helps isolate issues faster, saving a lot of time and energy.

Easy to Use

Shiraz finds the Site24x7 UI extremely simple to use with key metrics displayed in easy-to-understand graphs and charts. This visual representation of data helps him to make decisions faster and focus on his business, rather than spending time figuring out stats from cumbersome reports.

Along with Shiraz, Site24x7 is used by the sales and marketing teams. The primary aim of these teams is to drive business and not be stuck with statistics. Site24x7's at-a-glance dashboard gives them instant performance analysis into the up/down status of websites and a lot more information without the need to drill down into unending links.

Conclusion:

After trying various options, including a home grown solution that did not fit their monitoring requirements, ITAZ tried Site24x7 and have been satisfied ever since. Not only is Site24x7 competitively priced, but the ease of using the service makes sure non-technical teams like sales and marketing get an at-a-click glance of various monitor statuses without hassle.

Implementation Details Section

ITAZ has added multiple monitors to its account and has set monitoring thresholds for all of its monitors, allowing Site24x7 to check the availability of its websites and alert the configured contacts if the metrics cross the set thresholds.

At-a-Glance Benefits of Site24x7

- Cost-effective
- Easy to use
- In-depth website performance analysis
- Pinpoint issues faster
- Alerting
- Great product support

"Ensuring that our web sites are up and running is critical for our business. Therefore, trusting a service for monitoring our web sites is an important decision. We are glad we chose site24x7. We have been using them for years and are very satisfied with their product and service."

- Shiraz Ahmed, CEO, ITAZ Technologies.

About Site24x7

Site24x7 offers unified cloud monitoring for DevOps and IT operations. Monitor the experience of real users accessing websites and applications from desktop and mobile devices. In-depth monitoring capabilities enable DevOps teams to monitor and troubleshoot applications, servers and network infrastructure including private and public clouds. End user experience monitoring is done from 50+ locations across the world and various wireless carriers.

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