



Email, Web Site and Web Application Monitoring Service Plans

Website and Email Monitoring Service: monitors and measures performance and availability of web sites and web applications and verifies that incoming and outgoing email services are working

Features	Email Only	Web Monitoring Plans		
		Weblite	Corporate	Enterprise
Multiple (external) monitoring checkpoints	√	√	√	√
Support for customer hosted checkpoints	×	×	√	√
Checks in package	2	5	25	50
Minimum check period (minutes)	20	15	10	5
Supported protocol checks				
pop3	√	√	√	√
smtp	√	√	√	√
imap	√	√	√	√
imaps	√	√	√	√
pops	√	√	√	√
dns	×	√	√	√
ftp	×	√	√	√
http	×	√	√	√
https	×	√	√	√
ping	×	√	√	√
ssh	×	√	√	√
telnet	×	√	√	√
Email round trip verification	√	√	√	√
Security vulnerability Scan	×	×	√	√
Web application (synthetic) transactions	×	×	×	√
Number of notification contacts	1	1	3	3
Alerting and notification				
email	n/a	√	√	√
via pager and SMS/text messaging	√	√	√	√
Programmable alert escalation	×	×	√	√
Telephone escalation (via FS)	×	×	√	√
Real-time monitoring console	√	√	√	√
Role based user logins	2	2	5	5
Customized check scripts and reports	×	×	√	√
Telephone support (business hours)	√	√	√	√
Included consulting hours	×	×	10	20
Monthly fee (ex GST)	\$150	\$250	\$750	\$1000

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