

62% of airline websites unreliable: Jetblue worst, KLM, United top in global web uptime

Pingdom, the global uptime monitoring service, reports that airline websites have an average of more than 44 hours of outages annually. This is considerably worse than the average Internet website (35 hours). The outages deny time-critical and vital information and transactions for customers, investors and other stake holders. KLM and United had the least downtime of the 42 monitored airline websites, less than half an hour during the monitored four-month period, while JetBlue had well over three full days of downtime.

“These are big companies that deliver crucial transactions over the web to customers spread across time-zones: find your flight, book it, buy it, check in and get delay info - in time. Yet many of them have hundreds, sometimes thousands of quarterly outages. It is inconceivable that these problems would not cause frustration and customer loss for companies like for example SAS or JetBlue,” says Peter Alguacil, Web Analyst at Pingdom, continuing:

“We monitor 35,000 websites and servers worldwide and consider a 99.8% uptime to be an absolute minimum for such important sites. This is achievable by companies with far less resources than airlines, yet 62% of the airlines currently fail to reach it.”

From November 19, 2008 until March 19, 2009, the websites of 42 of the world’s biggest airlines were monitored from multiple locations. With an uptime of 99.99% KLM topped the list, with United as number two (99.98%). Overall, the websites of U.S. and Japanese airlines were more reliable than those of other countries. Other contenders around 99.90% were Japan Airlines, Frontier, Virgin Blue, Open Skies, Skynet Asia, British Airways, ANA Sky, Air France, NWA, Eva Air, Southwest and American Airlines.

26 airlines failed to reach 99.8% uptime. Here, frequent short outages were common. The bottom of the list includes EasyJet (number 30), Lufthansa (37), SAS (40) and as the last JetBlue, with 97.37%. Annually, that means nearly ten days of website downtime.

Full report: http://www.pingdom.com/img/press/pingdom_20090423_report_airline_websites_downtime.pdf
Uptime conversion sheet: http://royal.pingdom.com/royalfiles/pingdom_uptime_cheat_sheet.pdf

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Pingdom is a global uptime monitoring service, monitoring websites and servers from multiple locations across the world to ensure the best reliability and accuracy possible. The company is growing fast and has customers in 131 countries, ranging from small businesses to international corporations. www.pingdom.com.