Welcome to this Pingdom webinar

On the importance of monitoring your websites and servers.

Presenters

Magnus Nystedt,
Community Manager.

Morgan Sundqvist,
Project Manager DevOps.

Filip Salomonsson,
Lead Developer.
Internet users

700,000,000+ new users

2.4 billion
Internet users in 2013

1.7 billion
Internet users in 2009

Websites

680 million websites more

36 million
websites in 2003

717 million
websites in 2013
Mobile vs. desktop web browsing

January 2010
- 98.4% desktop
- 1.6% mobile

August 2013
- 82% desktop
- 18% mobile

- 18% mobile, 82% desktop (Aug 2013)
- 1.6% mobile, 98.4% desktop (Jan 2010)

Web page size

- 1.5MB average web page size
- 50% increase over the past year
This is what we are up against.
Today's agenda

- Uptime monitoring.
- Web performance.
- Transaction monitoring.

Live Map

During the last hour we detected 11,052 outages around the world.

... and you thought your website was available from all over the world?
Why we need monitoring

- Notice performance degradation.
- Verify customer experiences.
- Branding, reputation.
- Online advertising.

Practical tips

- Monitor every minute.
- Monitor everything.
- Use different types of tests.
- Alerts are important.
According to Google, 250 ms in difference between sites can make people try another website.

**Speed will make a difference.**

What is Real User Monitoring?

- Real-time view of real users visiting your site as it happens.
- Analytical tool.
- Continuous measurement and improvement.
- Also for internal systems.
Real time visitor

Browsers

Mobile users

Geographic location

Practical tips

Real User Monitoring is the perfect complement to uptime monitoring.
- Don’t settle for either. Choose both.

Changes can affect performance.

Investigate why performance issues occur.

Make it a part of Continuous Integration.
User expectations

Even if a website is up, and even if it performs things can still be broken.

76% of users expect richer web applications.

Practical tips

→ Test and monitor user interactions.
→ Monitor the performance of transactions.
Monitor everything. Everything.
Monitor every minute.
Combine different types of monitoring.
Monitoring should be part of Continuous Integration.
Always CUE (Consider User Expectations).
Pick tools that are easy to set up, configure, and use.

Recording will be available on
Royal.pingdom.com blog

Sources: Akamai, Cisco, HTTP Archive, Internet World Stats, Netcraft, NY Times, Pingdom, Statcounter.
Questions?