



CUSTOMER CASE

# SiteScanner secures the quality of Sanoma Data's web-based services

Sanoma Data provides ICT solutions to the leading media in Finland. The company started collaborating with SiteScanner because of a desire to obtain objective information concerning the functioning of its web-based services. External monitoring has improved the quality of Sanoma Data's web-based services.

## Sanoma Data

Sanoma Data manages the ICT services of prominent Finnish newspaper media, and is the industry market leader. The company is part of Sanoma News and thereby of the Sanoma Group. Sanoma Data employs approximately 150 information technology experts.

Sanoma Data has collaborated with SiteScanner since 2005. Presently, Sanoma Data uses SiteScanner's web monitoring and Browser Experience services in key targets of Sanoma News' web-based services. These include the web-based services of popular newspapers.

## Web-based service problems are detected in real time

System Manager Lasse Lagerbohm and his team are responsible for a large portion of Sanoma News' web-based services - including the web services of Helsingin Sanomat, Ilta-Sanomat and Sanoma city newspapers.

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"The external monitoring offered by SiteScanner provides a true picture of the functioning of the web services being monitored, thereby supporting our internal monitoring. External monitoring also does not require any installation work by us", Lagerbohm says.

External monitoring of the web service allows for real-time detection of interruptions and longer response times.

"SiteScanner web monitoring is part of our disruption reporting, which we also use to measure the quality of our overall service provision. SiteScanner's monitoring reports help us improve our service quality, as we use them to analyse development targets", says Lagerbohm.

## Information on the service quality the user experiences

In addition to web monitoring, Sanoma Data



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Sanoma Data Oy

uses the Browser Experience service developed by SiteScanner. The service opens a monitored web page in a web browser and measures the actual load time.

“We use the Browser Experience service, because it provides us with information on the service quality the end-user experiences”, Lagerbohm explains.

Browser Experience allows for analysis of all individual objects loaded onto the page. In this way, information is obtained concerning what needs to be changed to shorten the load times of web pages.

“We use the Browser Experience service on the front page of Helsingin Sanomat, for example, since the front page contains many references to external systems. If, for example, an advertisement is loaded onto the page too slowly, we can change that. Browser Experience also allows us to provide clear information to our subcontractors concerning the needs for development and change”, Lagerbohm continues.

“We are pleased with our long-term collaboration - SiteScanner clearly has a desire to develop their services with us”, Lagerbohm concludes.



For more information:

For more info about SiteScanner and web performance monitoring, contact us at [info@sitescanner.com](mailto:info@sitescanner.com) or by phoning +46 (0)8 400 15 200.

SiteScanner’s services for monitoring the quality of web-based services

- Web monitoring – web-site monitoring 24 hours a day
- Transaction monitoring – simulating the behaviour of website visitors to locate problem spots
- Browser Experience service – determining the actual load time of web pages
- Real-time alarms and reports on problem situations
- Customer-specific real-time user account
- Proactive, personal product support
- Objective analyses of web-service functioning



ABOUT SITESCANNER

SiteScanner is the Nordic region’s leading provider of external web monitoring services. It monitors availability, response times and capacity in the customers’ web-sites from the visitor’s perspective. With its effective monitoring and alarm systems SiteScanner helps customers reduce downtime for critical services and secure their revenue.