



INSTANT ACCESS TO CRITICAL INFORMATION

## Ziphany Benchmarks Against other Industry Leading Internet Based Companies - Meets or Exceeds all Challengers

Buffalo Based Ziphany, LLC completed a year long effort of benchmarking against such companies as Microsoft, Dell, Gateway and Yahoo

Source: Ziphany, LLC, Buffalo, New York

Publication date: 2003-12-30

December 31, 2003, Buffalo, NY (USA) - Ziphany, LLC, a provider of **instant access to critical information**, completed the final benchmarking and analysis report comparing uptime, response time, data length and data transmission. Ziphany utilizes AlertSite to monitor the effectiveness of our website. AlertSite is contracted to notify Ziphany when issues occur with the website outside of acceptable boundaries. Over the course of the last 12 months, Ziphany never has fallen below a 99.90% availability perhaps the most important criteria. Furthermore, this 99.90% rating only occurred due to scheduled weekend down-time for routine site maintenance.

Frank Williams, Manager Customer Support Services, stated, "Being consistent and reliable in data retrieval for our customers is exemplified by our concerted efforts ensuring server up-time availability. We contract a third-party monitoring service called Alertsiteso we are able to know if and when our website has been unsuccessful or unavailable. Alertsites provides instant notification to our trained 24x7 technical support staff allowing Ziphany to respond intelligently, efficiently, and quickly to any issue(s) without extending any further periods of downtime to our customers. We know our customers data are critical assets to their company, and with that in mind, we take every step to ensure their data are available and accurate for instant access."

