webtrends™

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KEEP CUSTOMER DATA IN-HOUSE

YOUR CHOICE: ANALYTICS ON PREMISES

Webtrends is the only analytics provider who offers enterprise-scale data capture, analysis and reporting with software that runs on your own servers. With Webtrends, you are not locked into a specific choice of deployment model. You can start running the solution in-house and move to on-demand at a later date. The choice is yours.

Webtrends Analytics On Premises is ideal for financial institutions, health care providers or government agencies — or any field mandated by law to secure and maintain their customer information at their own facility.

TRUSTED BY FEDERAL AND STATE AGENCIES

State and federal governments around the world—including some of the largest agencies in the U.S. government—have chosen Webtrends Analytics On Premises to help remain in compliance with privacy regulations and public expectations.

COMPLETE CONTROL

With Analytics On Premises, everything resides on your servers, behind your firewall. You can conform everything to your specifications: data maintenance, backups and upgrades.

MEASURE WHAT MATTERS

You get all the flexibility and power of Webtrends Analytics, meaning you can configure and analyze your data however you need it, whenever you like, as often as you like. You can create unlimited dimensions and measures based on any attribute or parameter.

HELP WITH UPGRADES

Enterprise upgrades are no small matter, so we've done everything possible to make Webtrends Remote Upgrade Services a cost-effective choice for ensuring a successful upgrade.

- Minimize downtime for users.
- Smaller impact on IT resources.
- Webtrends validation of upgrade configuration databases.
- Receive a guided tour of Analytics On Premises new features.

POWERFUL CUSTOMIZABLE ANALYSIS

Webtrends captures and analyzes all of your data. Create unlimited dimensions and measures based on any attribute.

ANALYTICS ON PREMISES REMOTE UPGRADE SERVICE

AN EASIER, SAFER, FASTER UPGRADE TO ANALYTICS 9 ON PREMISES

With Remote Upgrade Service, an experienced Webtrends consultant works with your team to upgrade your Webtrends environment to the latest version.

Webtrends Professional Services combines a technical product upgrade with a guided tour to help you quickly take advantage of new features and capabilities.

• Faster upgrade time.

• Less downtime for Analytics.

• Less impact on IT.

REMOTE UPGRADE OVERVIEW

Webtrends will upgrade the necessary files from your installation and provide these validated files to you for a new install of the latest version within your environment. Optional assistance with the installation and its components is also available for an additional fee.

Why Webtrends Professional Services?

Safe: Experienced consultant knows ins-and-outs of upgrades and minimizes downtime.

Fast: Plan takes into account your IT set-up and how your new Analytics will work.

Easy: Our consultant does the heavy lifting so your IT isn't distracted.

Deliverables

• Project plan, prep instructions, configuration files, test plan, guided tour

Scope of Services

Webtrends will provide the following remote services for upgrade of your installation of Webtrends Analytics software:

• Delivery and review of Upgrade Prep Instructions.

• Set up and upgrade of your configuration files in Webtrends upgrade center.

• Upgrade verification and testing.

• Guided tour of Analytics On Premises v9.2 new features.

• Installation of Analytics v9.2 and its components (if "Installation Assistance" is purchased).

Solution Assumptions

- For privacy and security reasons, no log data or report data are required. All log data and report data will remain in your environment exclusively throughout the upgrade. With remote access, Webtrends will only need web meeting access to your Webtrends install. VPN access is not required.

- Before the Remote Upgrade Service can be scheduled, the customer must have any new equipment for the new 9.2 system in place.

- Activities related to the installation, configuration or support of related technology infrastructure is the responsibility of the Customer.

- It is highly recommended that no configuration changes are made during the upgrade period as any changes made during this time would need to be re-implemented in the upgraded installation by the customer after the upgrade is complete.

- The Customer is responsible for the installation of Analytics On Premises v9.2 and its components in a new environment unless "Installation Assistance" is purchased.

- Webtrends Remote Upgrade Service is available worldwide but for English operating system versions only.

INSTALLATION ASSISTANCE

Webtrends Professional Services will work with you to install a new installation of Webtrends Analytics On Premises and components in your environment for a fee. Please contact your Webtrends Account Manager for details.

ADDITIONAL SERVICES

See how Webtrends Professional Services can help you gain greater ROI from your Webtrends solution by engaging them for:

- Web site analysis and recommendation
- Marketing optimization
- Custom scorecards
- Implementation services
- Testing and optimization services

"Webtrends' Remote Upgrade Service offering and the dedication of its implementation team really set them apart. Webtrends Professional Services went above and beyond the call, saving us considerable time and effort in our upgrade to Webtrends Analytics On Premises 9. I highly recommend Webtrends customers take advantage of this service."

- Senior IT Manager - Leading Global Pharmaceutical Company

About Webtrends Inc.

Webtrends is the global leader in unified mobile, social and web analytics and engagement. We help marketers create, measure and improve campaigns for more than 3,500 global brands including: The New York Times, Microsoft, BMW, RIM, China Telecom, China Mobile, CCTV, Tencent QQ, Hitachi, The Associated Press, HSBC, Barclays, Vivo Cellular and Petrobras. Our leadership extends beyond the web analytics industry we founded to the measurement, optimization and integration of all digital content and customer intelligence, including web sites, social media, mobile and paid-search advertising.