

## ZAPTHINK ZAPNOTE™

### SANTRA TECHNOLOGY

*Analyst: Jason Bloomberg*

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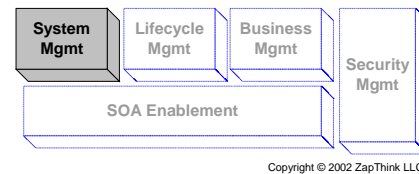


## Santra Technology

URL: <a href="http://www.santra.com">www.santra.com</a>	Headquarters : Surrey, BC, Canada
Founded: 2002	Funding: Private

## Product Summary

Santra Technology's *iON Remote* is a managed service hosted on Santra's global network. It provides detailed Quality of Service monitoring for Web Services. *iON Remote* has a flexible Web, mobile, and programmatic interface, and it provides both Web Service publishers and consumers with visibility into the quality of their Web Services from an end-user perspective.



## ZapThink Take

Santra offers the only service that monitors publicly accessible Web Services from outside the corporate firewall. They focus on measuring availability, assurance, performance, standards compliance, security, SLA compliance, and reliability. Among these qualities, assurance is the most unique: assurance means confirming the integrity of the information provided by the Service within a specified threshold.

## Related Research

- *Service-Oriented Management Report (ZTR-WS106)*

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Thank you for reading ZapThink research! ZapThink is an IT market intelligence firm that provides trusted advice and critical insight into XML, Web Services, and Service Orientation. We provide our target audience of IT vendors, service providers and end-users a clear roadmap for standards-based, loosely coupled distributed computing – a vision of IT meeting the needs of the agile business.

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## About ZapThink, LLC

ZapThink is an IT market intelligence firm that provides trusted advice and critical insight into XML, Web Services, and Service Orientation. We provide our target audience of IT vendors, service providers and end-users a clear roadmap for standards-based, loosely coupled distributed computing – a vision of IT meeting the needs of the agile business.

ZapThink's role is to help companies understand these IT products and services in the context of SOAs and the vision of Service Orientation. ZapThink provides market intelligence to IT vendors who offer XML and Web Services-based products to help them understand their competitive landscape and how to communicate their value proposition to their customers within the context of Service Orientation, and lay out their product roadmaps for the coming wave of Service Orientation. ZapThink also provides implementation intelligence to IT users who are seeking guidance and clarity into how to assemble the available products and services into a coherent roadmap to Service Orientation. Finally, ZapThink provides demand intelligence to IT vendors and service providers who must understand the needs of IT users as they follow the roadmap to Service Orientation.

ZapThink's senior analysts are widely regarded as the "go to analysts" for XML, Web Services, and SOAs by vendors, end-users, and the press. They are in great demand as speakers, and have presented at conferences and industry events around the world. They are among the most quoted industry analysts in the IT industry.

ZapThink was founded in October 2000 and is headquartered in Waltham, Massachusetts. Its customers include Global 1000 firms, public sector organizations around the world, and many emerging businesses. ZapThink Analysts have years of experience in IT as well as research and analysis. Its analysts have previously been with such firms as IDC and ChannelWave, and have sat on the working group committees for standards bodies such as RosettaNet, UDDI, CPExchange, ebXML, EIDX, and CompTIA.

Call, email, or visit the ZapThink Web site to learn more about how ZapThink can help you to better understand how XML and Web Services impact your business or organization.

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