



vQueue

# Product Overview



User queue management solutions improve system response, maximise revenue and increases customer satisfaction.

vQueue protects your core system from peak loading by placing users in a queue.

vQueue can be implemented into any web-based system.

vQueue provides a simple queuing solution for web-based systems that experience high peak loads that exceed the transactional capacity of the system. This leads to poor system response or system failure, which in turn results in lost revenue, poor customer satisfaction and brand damage.

vQueue is a solution that manages excessive numbers of users attempting to access your web based system all at the same time. By controlling the rate at which users are allowed onto your host system, you can prevent too many users accessing the system. In this situation users attempting to access the host system are queued until the system has the capacity to process the waiting users.

vQueue manages a single queue of users by controlling the rate at which users are allowed onto the host system. vQueue can manage user load at any point in their journey, from accessing the Home Page to just a particular area of the web site, such as a commerce section. Whilst waiting, their queue position and a calculated waiting time can be shown to the user, updated at a preset interval.

vQueue is easily installed in-house and sits separate from the host system. No changes are required to the host system, vQueue works in partnership with the existing infrastructure. vQueue monitoring, administration and configuration features provide useful system information such as high-water mark, waiting times and queue volume information enabling you to better understand how the host system is being utilised. vQueue includes a range of logging options which assists in capacity management and future system upgrading.

vQueue is highly scalable and has been implemented live processing 100,000's users an hour. vQueue is robust and includes 'fail-over' technology that improves availability.

vQueue is straightforward to install requiring only minor configuration changes to the existing infrastructure, once installed vQueue can easily be switched on and off as required.

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The queuing solution for high demand web systems