



For Immediate Release

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Compuware Releases Gomez Web Performance Benchmark for the Australian Banking Industry

50% of Banks Meet the “2 Second Rule”, Although Web Sites Not Always Accessible

SYDNEY, Aust. – June 17, 2010 – Compuware Corporation (NASDAQ:CPWR) today released the results of its inaugural Gomez Web Performance Benchmark for the Australian Banking Industry. This benchmark measured the performance of 14 major Australian banking Web sites from 7 May to 7 June 2010.

The Gomez Web Performance Benchmark showed that half of the home pages of the 14 banks achieved a Response Time Rating of less than two seconds. Westpac was the standout performer, with its 0.16 second Response Time Rating over four times faster than its nearest rival, Adelaide Bank. The home pages of a number of international banks operating in Australia, however, fell below the benchmark average of 3.11 seconds.

“When it comes to web performance, we talk about the two-second rule,” said Rafi Katanasho, Solutions Director, Applications Performance Management for Compuware. “If it takes more than two seconds to get an online response, customers get frustrated. The good news is that most of Australia’s largest banks meet that level. The bad news is that many customers experience slower response times, so there is considerable room for improvement.”

The Response Time Rating is indicative of the best possible response time that customers can expect. It is calculated as the average access time for a website measured from the backbone of the Gomez Performance Network in Australia, based on 48 access attempts per day over a one month period. The Availability Rating is the percentage of access attempts which were successful. The Consistency Rating is the standard deviation of the response times.

When it came to Web site Availability Ratings, half of the 14 Australian banks achieved a perfect 100.00% success rate throughout the benchmarking period, with the other half recording Availability Ratings of between 98.46% and 99.87%.

Problems accessing the websites of some banks had the potential to frustrate banking customers.

“It’s not just other banks that customers compare their own bank’s website against, it’s Google or Yahoo! or Facebook,” said Katanasho. “Online customers now expect 100% availability, and anything less means a negative experience for hundreds if not thousands of customers.”

Banks with above average Response Time Ratings but below average Consistency Ratings also had the potential to frustrate customers, said Katanasho. “Even where the average response times were good, poor consistency means customers would not always have a good experience.”

Even star performers should not be complacent. “Our inaugural Australian Gomez Web Performance Benchmark focusses on home page performance, which sets customers’ expectations for overall performance,” said Katanasho. “It would be disappointing, however, if good home page performance was not reflected in the speed of online banking transactions, for example. The ability to drill down into other significant measures of Web performance is a service we offer to our customers, and there is always room for improvement.”

The Australian Banking Industry’s Web performance compares favourably with other banking markets. The average Response Time Rating was similar to the comparable U.S. figure of 3.19 seconds, although not as good as the recent U.K. figure of 2.63 seconds. The average Availability Rating of 99.75% was also competitive, just below the U.S. banks’ 99.80% and better than the U.K.’s 99.64%.

The Australian Banking Industry benchmark is the first Compuware Gomez Web Performance Benchmark to be released in Australia. Compuware plans to release benchmarks for the Australian Insurance, Online Trading, Travel and Retail industries throughout 2010. Compuware also plans to extend the Gomez Web Performance Benchmark for the Australian Banking Industry to measure the performance of online banking transactions in the near future.

Worldwide, Compuware provides Gomez Web and Mobile Performance Benchmarks for over 1,000 companies across 17 vertical industries. The benchmarks measure a similar business process across major brands within the same industry, providing an unbiased view of the state of Web or mobile site performance.

Compuware is also extending the Gomez benchmarks into cloud computing. CloudSleuth, a collaborative cloud community web portal powered by Compuware, uses the Gomez Performance Network to measure the performance of an identical sample application running on several popular cloud service providers. While it uses the same tools and techniques as Gomez’s formal benchmarks, CloudSleuth is actually a near real-time visualisation tool rather than a periodic benchmark, providing a continuously updating view into the performance of cloud service providers.

The Gomez Web Performance Benchmarks and CloudSleuth are key elements in Compuware’s strategy to build awareness of web performance trends, work with customers to identify areas where improved performance delivers business value, and provide a platform to optimise their performance.

Compuware provides the industry’s only unified Application Performance Management solution spanning the enterprise and the Internet. With Gomez, the company’s Web Performance Division, Compuware has become the leader in optimising application performance for organisations that deliver business-critical web and mobile applications, including enterprises and government agencies, software-as-a-service (SaaS) providers and cloud infrastructure and platform providers.

“The Compuware Gomez end-to-end solution is the only one that provides visibility into the performance and availability of critical web applications from the only perspective that matters – customer’s and end-user’s – both inside and outside the enterprise,” said Katanasho.

Compuware Gomez Web Performance Benchmark Complete Figures

07 May 2010 – 07 June 2010

Response Time Rating			Availability Rating			Consistency Rating		
Rank	Site	Response (sec)	Rank	Site	Availability (%)	Rank	Site	Consistency (sec)
1	Westpac	0.16	1	Westpac	100.00	1	Westpac	0.10
2	Adelaide Bank	0.73		Adelaide Bank	100.00	2	Adelaide Bank	0.16
3	St George Bank	1.34		St George Bank	100.00	3	ANZ Bank	0.21
4	ANZ Bank	1.35		Macquarie Bank	100.00	4	ING Direct	0.34
5	ING Direct	1.36		Bendigo Bank	100.00	5	Bendigo Bank	0.45
6	Macquarie Bank	1.42		NAB	100.00	6	NAB	0.60
7	Commonwealth Bank	1.74		Bankwest	100.00	7	St George Bank	0.66
8	Bendigo Bank	2.02	8	HSBC	99.87	8	Bank of Queensland	0.67
9	NAB	2.04		Average	99.75	9	Macquarie Bank	0.97
10	Bankwest	2.66	9	ING Direct	99.74		Average	1.33
11	Bank of Queensland	3.02		Commonwealth Bank	99.74	10	HSBC	1.41
	Average	3.11	11	CitiBank	99.61	11	Bankwest	1.60
12	CitiBank	3.42		RaboPlus	99.61	12	RaboPlus	2.48
13	HSBC	5.78	13	ANZ Bank	99.48	13	Commonwealth Bank	2.85
14	RaboPlus	16.54	14	Bank of Queensland	98.46	14	CitiBank	6.07

About Compuware Gomez

[Gomez](#), the Web performance division of Compuware, provides the industry's leading solutions for optimising the performance, availability, and quality of Web and mobile applications. The on-demand Gomez platform integrates solutions for Web load testing, Web performance management, Web cross-browser testing, and Web performance business analysis that test and measure Web and mobile applications from the "outside-in" – across all users, browsers, devices, and geographies – using a global network of over 100,000 locations. When combined with Compuware Vantage, Gomez offers the industry's only solution for optimising application performance across the Enterprise and the Internet. Over 3,000 customers worldwide, ranging from small companies to large enterprises – including 12 of the top 20 most visited US Web sites – use Gomez solutions to increase revenue, build brand loyalty and decrease costs.

Compuware Corporation

Founded in 1973, Compuware provides software, experts and best practices to ensure applications work well and deliver business value. Compuware solutions optimise application performance across the Enterprise and the Internet for leading organisations around the world, including 46 of the top 50 Fortune 500 companies and 12 of the top 20 most visited U.S. web sites. Learn more at:
<http://www.compuware.com>.

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