MYRA

Myra Waiting Room

A high demand for information, services or products can suddenly multiply the number of visitors to your website and flood your web servers with valid requests. Myra Waiting Room allows you to effectively steer visitor traffic flows to protect your servers from overload and optimize the user experience and conversion rate of your website.

It is often difficult for organizations to anticipate sudden traffic fluctuations and dynamically adapt their infrastructure. This can cause overloaded server instances at peak times, which in turn leads to high latencies or page loading errors and thus to frustrated users – increasing bounce rates and decreasing conversions. Myra Waiting Room limits the number of visitors for any page and automatically places all exceeding requests in a virtual queue, where all waiting visitors are informed about their progress in real time.

Application-specific thresholds
Set individual thresholds for each page to limit the number of concurrent users – for low latencies and a smooth user experience.

Efficient visitor management
After a predefined period of time, sessions of inactive users are automatically deleted so that people waiting can move up immediately.

Customizable waiting page
Customize your waiting page to match your corporate design using HTML templates. Or simply use the default template.

Fully configurable queue
Define limits for the number of visitors and session duration. The queue is processed according to the "first in, first out" principle.

WHY MYRA SECURITY?

Comprehensive certification
Our technologies, services and processes are regularly audited and certified to the highest standards.
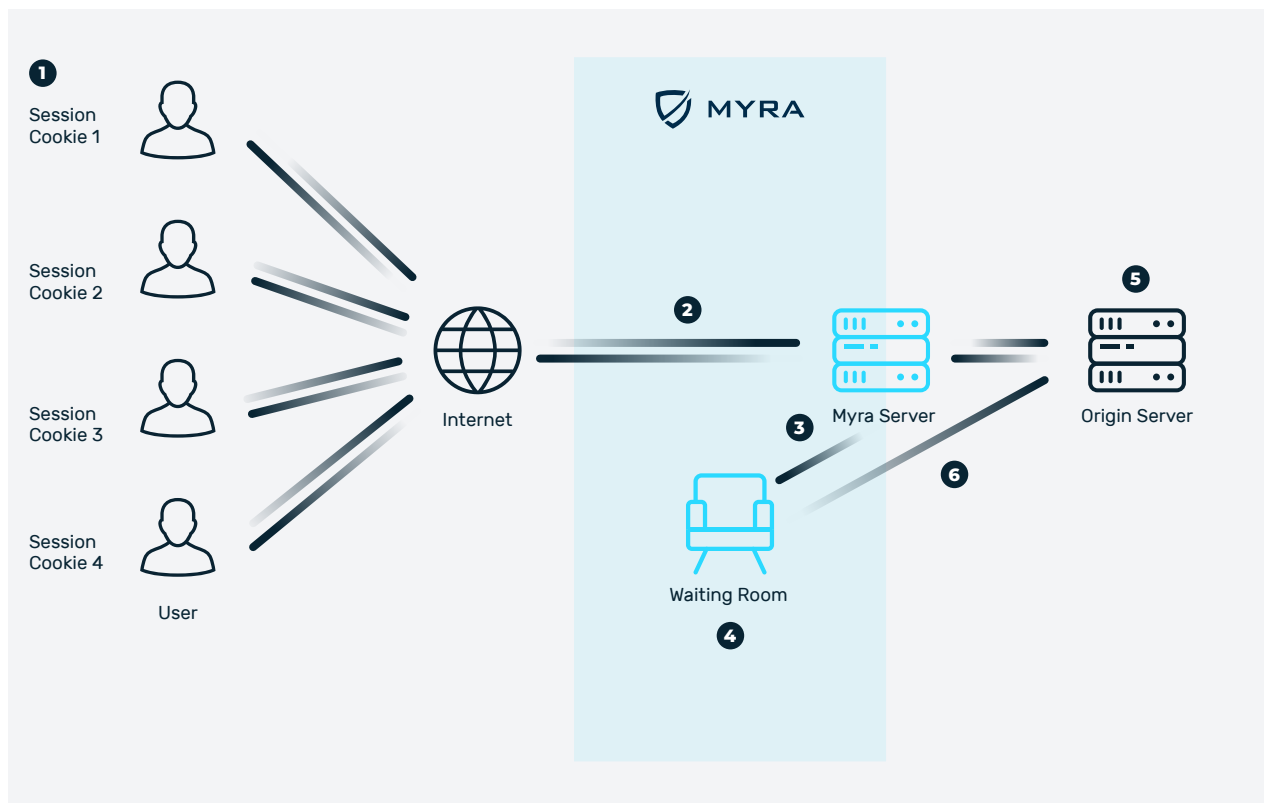
Made in Germany
As a company headquartered in Germany, Myra is legally compliant with the GDPR.

Local 24/7 support
Get professional help from our IT experts from the Myra SOC (Security Operations Center).

How the Myra Waiting Room works

1 A session cookie is sent to each visitor to ensure unique identification (and recognition).

2 The system counts the number of concurrent visitors to the target page.

3 If the number of concurrent visitors exceeds a defined threshold, new visitors are redirected to a customizable waiting page. The default waiting page shows the visitor's current position in the queue.

4 After a manual or automatic refresh of the waiting page, the position is updated without the visitor losing their status within the queue.

5 Sessions of inactive users are automatically deleted after a predefined timeout, so that people waiting can immediately take their place.

6 As soon as a slot becomes available on the target page, the next visitor in the queue will move up according to the first-in-first-out (FIFO) principle.

Key benefits and features at a glance

+

Load management and server stability
With the Myra Waiting Room, you can effectively control the traffic on your website or application and prevent server overloads.

+

Flexibility and customization options
Customize your waiting rooms to meet the specific needs of your organization.

+

Increased customer satisfaction
Clear communication and regular updates in the waiting room help you build trust with your users, which in turn increases user satisfaction and loyalty.

+

Better user experience
Myra Waiting Room prevents user frustration caused by error messages or slow loading times during peak demand. Users feel informed and valued.

+

Improved conversion rate
A smooth user experience improves the conversion rate. If users know that it is almost their turn, they are more likely to complete a process rather than leave in frustration.

+

Session-based recognition
Visitors are recognized by session cookies and do not have to rejoin the queue if they have left the website in the meantime.

Seamless integration within Myra Application Security

Waiting Room is part of Myra Application Security and can therefore be individually extended with additional performance and security features. All solutions work seamlessly together and are conceptually aligned. These include:

DDoS Protection
Attackers use denial-of-service attacks to disrupt digital processes of companies and organizations. Myra DDoS Protection defends even highly complex attacks on your web applications and keeps them fully operational.

High Performance CDN
High speed, low latency, and flexible scalability: the demands on modern web applications are growing more and more. With Myra High Performance CDN you achieve a first-class user experience thanks to leading technologies.

Hyperscale WAF
Attackers target vulnerabilities in web applications to infiltrate vulnerable systems and manipulate, steal or delete sensitive data. The Myra Hyperscale Web Application Firewall (WAF) blocks malicious requests before they reach your servers.

Secure DNS
To ensure the resilience of critical web applications, name resolution protection is critical. The hardened Myra Secure DNS relies on leading technologies to protect your domains from cyberattacks and ensure maximum performance. Entire DNS zones can be managed within the Myra secure infrastructure.

Deep Bot Management
About half of the world's web traffic is generated by bots. Myra recognizes bot requests by identifying them with a unique fingerprint. This allows you to respond optimally to each request, control automated requests precisely and improve the performance of your website.

Analytics Data Lake
Comprehensive monitoring and reporting are essential to optimize web resources. Myra Analytics Data Lake allows you to retrieve, search and analyze log data in near real-time.

Video Streaming
Today's users expect to be able to access video content anytime, anywhere. Myra seamlessly optimizes your streams in real time as bandwidths, connection speeds, and network types change.

Multi Cloud Load Balancer
Low latency is critical for a first-class user experience on the Internet. Myra ensures it through ideal distribution of incoming requests, optimal load balancing across any number of backend servers, and reduced response times.

Push CDN
Move static elements of your website directly to the Myra Push CDN and benefit from geo-redundant high availability, enhanced performance and advanced resilience.

Industry-leading security, performance and compliance

- **BSI-KRITIS-qualified:** The BSI catalog includes 37 comprehensive criteria that DDoS providers must meet to qualify for the protection of critical infrastructure ("KRITIS"). Myra is one of the leading security service providers worldwide, meeting all 37 criteria.

- **Comprehensive certified quality:** ISO 27001 certification based on IT-Grundschutz, BSI-KRITIS certified, BSI C5 Type 2, PCI-DSS certified, IDW PS 951 Type 2 (ISAE 3402) audited service provider, ISO 9001, Trusted Cloud

- **Special cluster for critical infrastructures:** GDPR-compliant, geo-redundant server infrastructure in Germany

- **Made in Germany:** full technical control, permanent development, 24/7 full service support

BSI-certified IT security

Myra Technology is certified by the German Federal Office for Information Security (BSI) in accordance with the ISO 27001 standard based on IT-Grundschutz. In addition, we are one of the leading security service providers worldwide to meet all 37 criteria set by the BSI for qualified DDoS protection providers. We are setting the standard in IT security.

Certified by the Federal Office for Information Security (BSI) in accordance with ISO 27001 on the basis of IT-Grundschutz | Certified in accordance with Payment Card Industry Data Security Standard (PCI DSS) | Qualified for critical infrastructure in accordance with Section 3 BSI Act | BSI C5 Type 2 | Certified Trusted Cloud Service | IDW PS 951 Type 2 (ISAE 3402) audited service provider | KRITIS operator in accordance with Section 8a (3) BSI Act | ISO 9001 quality management

We define the standard for digital infrastructure and application security

Myra monitors, analyzes and filters malicious Internet traffic before virtual attacks cause any real damage. Our certified Security as a Service platform protects your digital business processes from multiple risks such as DDoS attacks, botnets and database attacks.

Made in Germany

We Protect What Matters.
In the Digital World.

Want to learn more about how our solutions can increase
your revenue, minimize your costs, and protect your applications from
malicious attacks?

Our team of experts is ready to help you develop a
customized solution for your business.
Schedule a no-obligation consultation today!

Cyber attacks are expensive,
a non-binding conversation costs nothing.

Myra Security GmbH

☎ +49 89 414141 – 345
🌐 www.myrasecurity.com
@ info@myrasecurity.com